


Release Date	06/22/2023	<b>Technical Service Bulletin</b>	
<b>51H9 UPDATE</b> <b>Sealing Underbody – (NVLW)</b>			 <b>Audi</b>

#### Applicable Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2022	Q7	93
USA	2022	2022	Q8	59
USA	2022	2022	RSQ8	4
USA	2022	2022	SQ7	1
USA	2022	2022	SQ8	10
CAN	2022	2022	Q7	5
CAN	2022	2022	Q8	8
CAN	2022	2022	SQ7	1

#### Revision History

Revision	Date	Purpose
1	June 22, 2023	Original publication

## Condition/Technical Background

<b>This Update has been proactively released to prevent the following condition(s) from occurring in the vehicle:</b>	
Criteria	Technical Background
ALL	The paint drain hole on the front left of the underbody was not sealed due to a change in components. As a result, water may enter the vehicle interior at the front left through this paint drain hole.


## Remedy

Criteria	Remedy
ALL	The underbody must be sealed on the affected vehicles and a check must be performed to determine whether water has entered the vehicle/underbody.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- **Service campaign active until: 06/01/2027**
- **Billing possible until: 06/30/2027**
- Procedure is valid only for vehicles that show the **51H9** code in the Elsa Campaign/Action Information screen on the day of repair.
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

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## Service

### NOTE:

- Elsa is the only valid inquiry/verification source. Check Elsa on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show “open”. Attach an Elsa printout showing the “open” status to the repair order.
- If this UPDATE appears to have already been performed but the code still shows open in Elsa, contact Warranty before proceeding further. Another dealer may have recently performed this UPDATE but not yet entered a claim for it in the system.
- Elsa may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this UPDATE.
- Contact the Warranty Helpline (U.S.) or the Warranty Campaign Specialist (Canada) if you have any questions.

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

**EXAMPLE**

Campaign/Action	Start	Designation
← 3	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

**EXAMPLE**

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

### TIP

On the date of repair, print this screen and keep a copy with the repair order.


- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

### CRITICAL REPAIR STEP



If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**

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#### Checking underbody for water ingress:

- Remove left underbody trim panel:
  - See ELSA Repair Manual: Repair manual > Body > Body Exterior > 66 Exterior Equipment > Underbody Trim Panel > Underbody Trim Panel, Removing and Installing, Front
- Remove plugs on underbody (left-side) using a suitable tool, such as a scraper.
- If no water escapes, visually inspect and feel the holes to determine whether there is water or moisture inside them.
- If you do not identify moisture in the underbody/side member, only step 1 must be performed.
- If you identify moisture in the underbody, continue with step 2.



**51H9 UPDATE**  
**Sealing Underbody – (NVLW)****Repair step 1 – Sealing Underbody:**

- Clean paint drain hole with cleaning solution and cover it with PVC film 443-817-429.



- Apply adhesive sealant D -511-500-A2 OR D -476-KD2-M2 to PVC film and spread it out.

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- Clean drain hole with cleaning solution and reinsert plug that was removed previously.

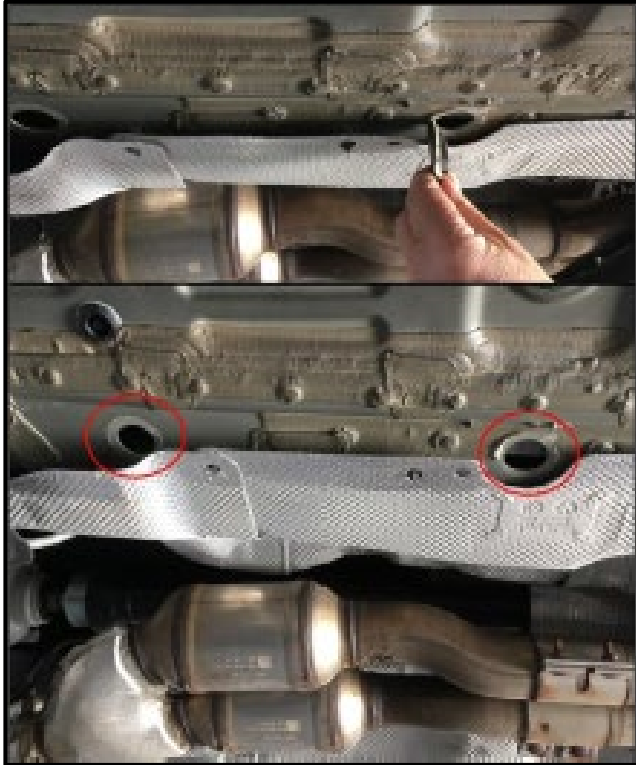


- Clean drain holes with cleaning solution.
- Reinsert all plugs with adhesive sealant (D -511-500-A2 OR D -476-KD2-M2) and spread out excess material.
- Reinstall underbody trim panel in the reverse order of removal.



**51H9 UPDATE**  
**Sealing Underbody – (NVLW)****Repair step 2 – Applying wax to underbody and checking interior for moisture:**

- Remove front left plug.



- Apply wax into underbody in direction of <arrow> as shown.



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- Apply wax into underbody in direction of <arrow> as shown.




- Loosen sill trim as shown and pull out moisture indicator.

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- Use an ohmmeter to perform a continuity test.
- Place the probes to the front and rear of the sensor pad.
- If there is no continuity (display reads O.L., for example):
  - The vehicle interior is dry.
  - Complete Step 1.
- If there is continuity (display reads 120 kOhm, for example):
  - Create a TAC WEB ticket.
  - Upload a photo of the ohmmeter measurement.
  - If possible, upload a photo which shows moisture in the interior (if present).
  - The TAC case will be evaluated and further direction will be provided.




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## Warranty

<b>Claim Entry Instructions</b>			
After Update has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action <u>open on the day of repair</u> to the repair order.			
If customer refused campaign work or vehicle is out of the specified warranty parameter for this Update:			
<ul style="list-style-type: none"> <li>✓ <u>U.S. dealers:</u> Submit the request through Audi Warranty Online under the <u>Campaigns/Update</u> option.</li> <li>✓ <u>Canada dealers:</u> Upload the repair order to Audi WIN/Operations/Campaign Closure.</li> </ul>			
<b>Service Number</b>	51H9		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	002		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark SEAL PIECE* as causal part		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
<b>Criteria I.D.</b>	01 and 4M		
<b>LABOR</b>			
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	5193 19 00	SEE ELSA	Center cover plate remove+reinstall
	5173 51 99	30	Seal underbody with PVC film
	5173 52 99	30	Apply wax to underbody (if necessary)
	6805 11 99	10	Release pillar trim (front left) and perform measurement (if necessary)
	7068 11 99	10	Release pillar trim (rear left) and perform measurement (if necessary)
<b>PARTS</b>			
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	443817429	SEAL PIECE (PVC Film)*
	1.00	D 511500A2 or D 476KD2M2	ADHESIVE/SEALING PASTE
	1.00	D 321M15M1	WAX (if necessary)

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- Additional Actions** Some of the affected vehicles may be involved in additional Actions. Please check your Elsa Campaign/Action Information screen so that any *additional required work can be done simultaneously*.
- Verifying Vehicle Eligibility** To verify vehicle eligibility for this Update, *always* check the Elsa Campaign/Action Information screen. The Elsa system is the *only* binding inquiry and verification system; other systems are not valid and *may result in non-payment* of a claim.
- Help for Claim Entry** For questions regarding claim entry, contact Audi Warranty.
- Required Customer Notification** Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates completed under this Update.

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## Required Parts

<b>Parts Control Type:</b> <b>Free Order</b>	Parts will be managed by Free Order
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<b>Initial Allocation:</b> <b>NO</b>	There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.
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<b>Repair Projection Tool:</b> <b>(right click to open)</b>	
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
ALL	1	443-817-429	SEAL (PVC Film)	Free Order
	1	D -511-500-A2 or D -476-KD2-M2	SEALANT (either sealant part number can be used, based on availability)	Free Order
	1	D -321-M15-M1	WAX (if necessary)	Free Order

### NOTE

The specified part numbers reflect the status at the start of this Update. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

- Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.

## Additional Information

All parts and service references provided in this Update are subject to change and/or removal. Always check Elsa for the most current version of this document.