

Safety Recall

Code: 4004



Subject	Shock Absorber (Suspension) Fork																				
Release Date	March 06, 2019																				
Affected Vehicles	<p>U.S.A. & CANADA: Certain 2019 MY Audi Q7 and Audi Q8</p> <p><i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source.</i></p> <ul style="list-style-type: none"> ✓ Campaign status must show "open." ✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign. 																				
Problem Description	On certain vehicles, a front shock absorber fork may crack. This may allow the shock absorber to come loose and cause the tire to contact the wheel housing. This could affect steering control. If the steering system does not work properly, there could be an increased risk of a crash.																				
Corrective Action	Replace the affected shock absorber fork.																				
Parts Information	<p>Due to the small number of affected vehicles, parts will not be allocated prior to launch. Parts will not be blocked and are open to order.</p> <p>Affected vehicle count: U.S.A.: 22 / Canada: 7</p> <table border="1"> <thead> <tr> <th>Country</th> <th>Criteria</th> <th>Shock Absorber Fork Being Replaced</th> <th>Vehicle Count</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>01</td> <td>Left</td> <td>1</td> </tr> <tr> <td>USA</td> <td>02</td> <td>Right</td> <td>21</td> </tr> <tr> <td>CANADA</td> <td>01</td> <td>Left</td> <td>2</td> </tr> <tr> <td>CANADA</td> <td>02</td> <td>Right</td> <td>5</td> </tr> </tbody> </table>	Country	Criteria	Shock Absorber Fork Being Replaced	Vehicle Count	USA	01	Left	1	USA	02	Right	21	CANADA	01	Left	2	CANADA	02	Right	5
Country	Criteria	Shock Absorber Fork Being Replaced	Vehicle Count																		
USA	01	Left	1																		
USA	02	Right	21																		
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CANADA	02	Right	5																		
Code Visibility	<p>On or about March 06, 2019, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.accessaudi.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles.</p> <p>On or about March 06, 2019, this campaign code will show open on affected vehicles in Elsa.</p> <p>On or about March 06, 2019, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.audiusa.com and on the NHTSA VIN lookup tool at www.safercar.gov.</p>																				
Owner Notification	Owner notification will take place in March 2019. Owner letter examples are included in this bulletin for your reference.																				
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><u>New Vehicles in Dealer Inventory:</u> It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply</p>																				

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2019 Audi of America, Inc. and Audi Canada. All Rights Reserved.

with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Claim Entry Instructions

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

Service Number	4004 (number 4, number zero, letter O, number 4)																												
Damage Code	0099																												
Parts Vendor Code	002																												
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90																												
Causal Indicator	Mark suspension fork as causal part*																												
Vehicle Wash/Loaner	Do not claim wash/loaner under this action																												
Criteria I.D.	01																												
	Replace left front suspension fork. Labor operation: 4085 19 99 80 T.U.																												
	<table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>1.00</td><td>4M0413037H</td><td>Suspension Fork (left)*</td></tr><tr><td>1.00</td><td>N 10272202</td><td>Bolt, hex head (M12x1.5x95)</td></tr><tr><td>1.00</td><td>N 10106402</td><td>Shouldered hex nut, self-locking (M12x1.5)</td></tr><tr><td>1.00</td><td>WHT007061</td><td>12 point socket head screw (M10x85)</td></tr><tr><td>2.00</td><td>N 10286110</td><td>Shouldered hex nut, self-locking (M10)</td></tr><tr><td>1.00</td><td>N 10784702</td><td>Hexagon flange screw (M12x1.5x85)</td></tr><tr><td>1.00</td><td>WHT001987</td><td>Hex nut, self-locking with washer (M12x1.5)</td></tr><tr><td>1.00</td><td>WHT006917</td><td>12 point socket head screw (M10x62)</td></tr></tbody></table>		Quantity	Part Number	Description	1.00	4M0413037H	Suspension Fork (left)*	1.00	N 10272202	Bolt, hex head (M12x1.5x95)	1.00	N 10106402	Shouldered hex nut, self-locking (M12x1.5)	1.00	WHT007061	12 point socket head screw (M10x85)	2.00	N 10286110	Shouldered hex nut, self-locking (M10)	1.00	N 10784702	Hexagon flange screw (M12x1.5x85)	1.00	WHT001987	Hex nut, self-locking with washer (M12x1.5)	1.00	WHT006917	12 point socket head screw (M10x62)
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Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 19V114

**Subject: Safety Recall 4004 – Shock Absorber Fork
Certain 2019 Model Year Audi Q7 and Audi Q8 Vehicles**

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2019 model year Audi A7 and Audi Q8 vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** On certain vehicles, a front shock absorber fork may crack. This may allow the shock absorber to come loose and cause the tire to contact the wheel housing. This could affect steering control. If the steering system does not work properly, there could be an increased risk of a crash.
- What will we do?** To correct this defect, your authorized Audi dealer will replace the affected shock absorber fork. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.
- What should you do?** Please contact your authorized Audi dealer without delay to schedule this recall repair. For your convenience, you can also visit www.audiusa.com and click on the “Find a Dealer” link to locate a dealer near you and schedule this service.
- Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.
- Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our “Contact Us” page at www.audiusa.com.
- Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.audiusa.com and enter your Vehicle Identification Number (VIN).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 4004 – Shock Absorber Fork
Certain 2019 Model Year Audi Q7 and Audi Q8 Vehicles**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2019 model year Audi Q7 and Audi Q8 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? On certain vehicles, a front shock absorber fork may crack. This may allow the shock absorber to come loose and cause the tire to contact the wheel housing. This could affect steering control. If the steering system does not work properly, there could be an increased risk of a crash.

What will we do? To correct this defect, your authorized Audi dealer will replace the affected shock absorber fork. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

What should you do? Please contact your authorized Audi dealer without delay to schedule this recall repair.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

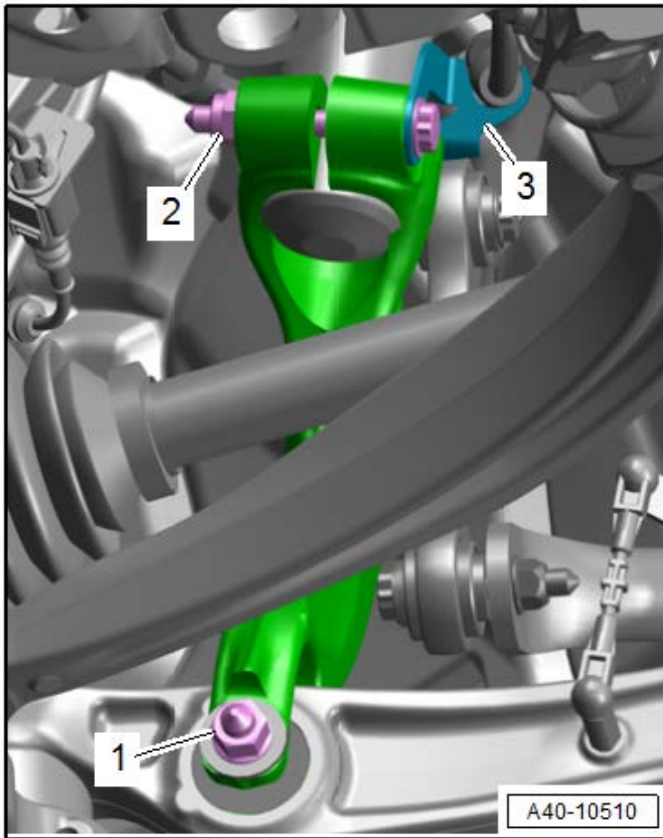
Sincerely,

Audi Customer Protection

Repair Overview

NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.



- Replace front suspension fork

Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01	1	4M0.413.037.H	Suspension Fork (left)
02	1	4M0.413.038.H	Suspension Fork (right)
ALL	1	N 102.722.02	Bolt, hex head (M12x1.5x95)
	1	N 101.064.02	Shouldered hex nut, self-locking (M12x1.5)
	1	WHT.007.061	12 point socket head screw (M10x85)
	2	N 102.861.10	Shouldered hex nut, self-locking (M10)
	1	N 107.847.02	Hexagon flange screw (M12x1.5x85)
	1	WHT.001.987	Hex nut, self-locking with washer (M12x1.5)
	1	WHT.006.917	12 point socket head screw (M10x62)

NOTE

The specified part numbers reflect the status at the start of this recall. 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.

Required Tools

	<p>Spreader Tool -3424- (or equivalent)</p>		<p>Torque Wrench 1331 5-50Nm -VAG1331- (or equivalent)</p>
	<p>Torque Wrench 1332 40-200Nm -VAG1332- (or equivalent)</p>		<p>Engine and Gearbox Jack -VAS6931- (or equivalent)</p>
	<p>Engine/Gearbox Jack Adapter - Wheel Hub Support -T10149- (or equivalent)</p>		<p>Tensioning Strap T10038 (or equivalent)</p>

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Repair Instruction

Section A - Check for Previous Repair

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

EXAMPLE

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

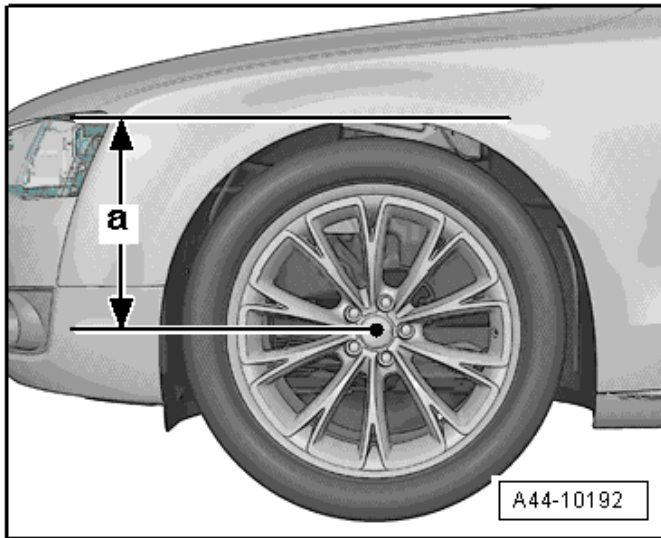
TIP

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.

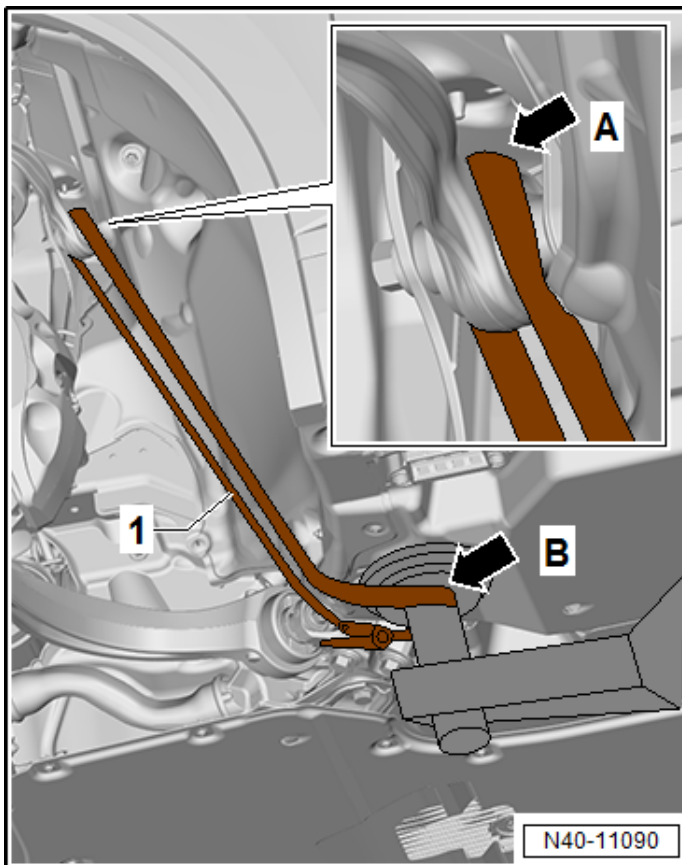
Proceed to Section B

Section B – Replace Front Suspension Fork



Measuring and recording curb weight position:

- Before starting the procedure, determine the measurement <a>, using a tape measure, from the center of the wheel to the lower edge of the fender/wheel housing.
- Record the measurement on the repair order.

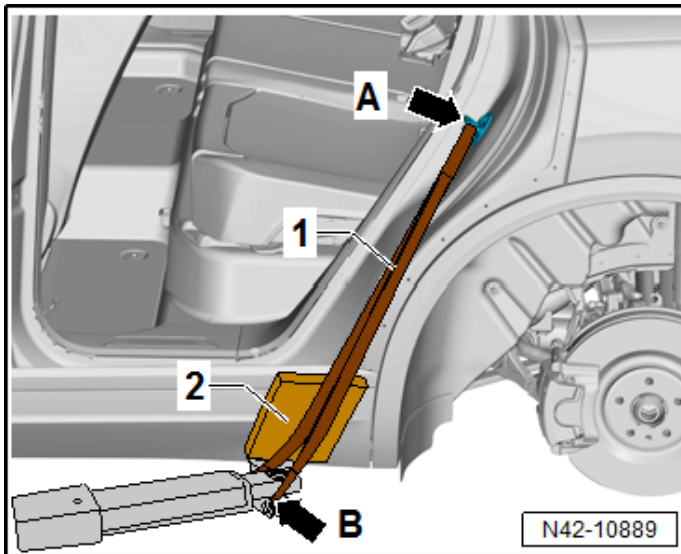


Raising and securing vehicle to hoist:

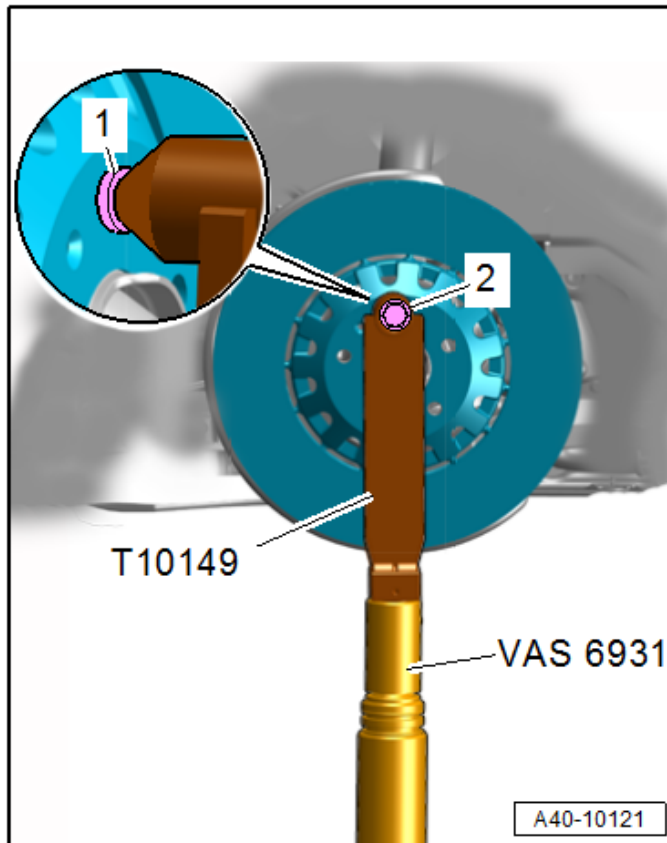
⚠ WARNING

When suspension is lifted in curb weight position, the vehicle must be secured on the hoist to prevent it from tipping off the hoist.

- Raise the vehicle on a hoist and remove the front wheels.
- Lightly secure both sides of the vehicle to the hoist lifting arms <arrow> using -T10038- on the upper rear control arm mounts <arrow A>.



- Secure both sides of the vehicle to the hoist lifting arms <arrow B> through the strikers on the rear doors <arrow A> using -T10038-.



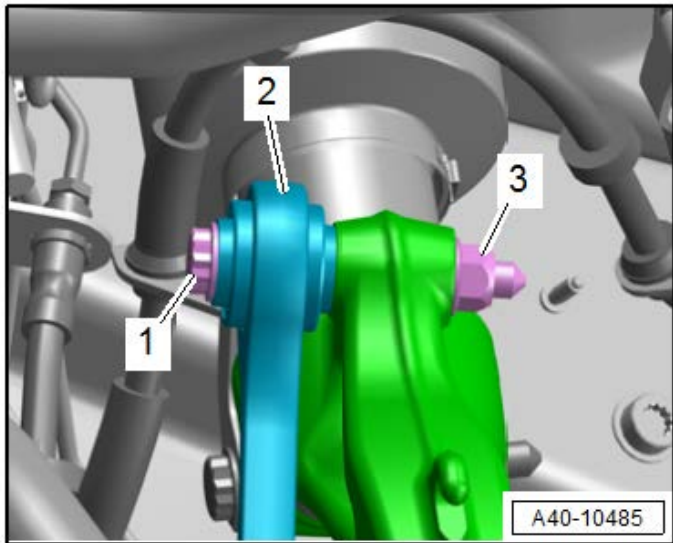
Pre-load suspension prior to fastener removal:

NOTE

Risk of destroying the wheel bearing when installing the wheel bolt.

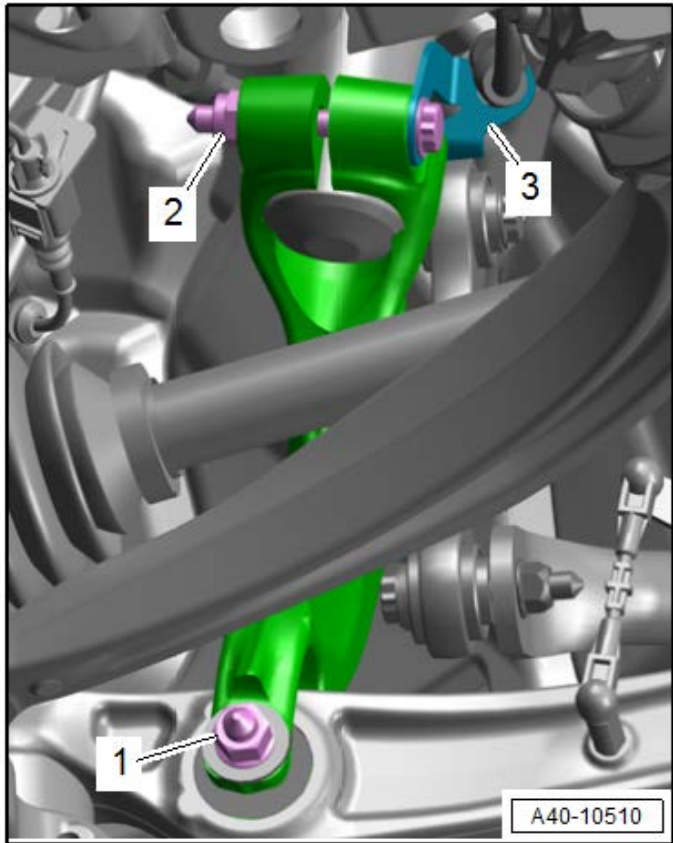
Install a washer <1> on the wheel bolt <2> so that the wheel bolt does not press against the wheel bearing.

- Install the -T10149- with a wheel bolt <2> and inserted washer <1> on the wheel hub.
- Slightly lift the wheel bearing housing using the -T10149- with the -VAS6931-. This allows the threaded connections to easily separate.

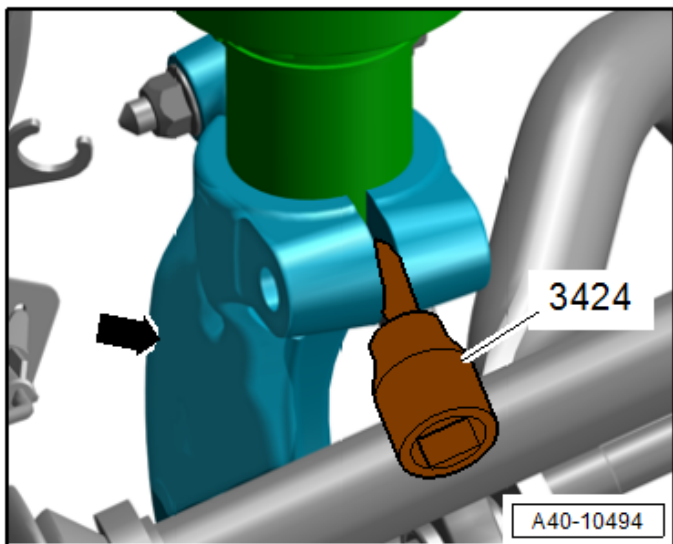


Removing front suspension fork:

- Remove the coupling rod <2> upper and lower nuts and bolts and remove the coupling rod.



- Loosen and remove the fasteners <1 and 2> for the shock absorber fork.
- Push the bracket <3> with the brake hose to the side.
- Lower and remove the engine and gearbox jack -VAS6931- from the wheel hub.

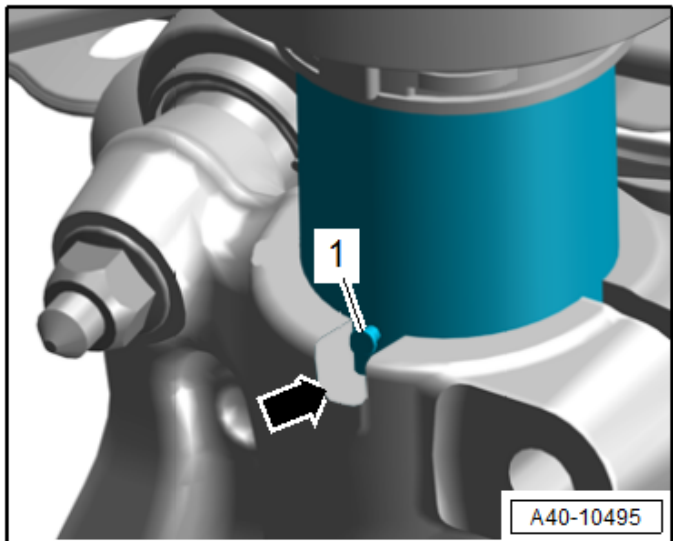


- Insert the -3424- into the slot in the suspension fork <arrow> and separate the suspension fork from the shock absorber tube.

NOTE

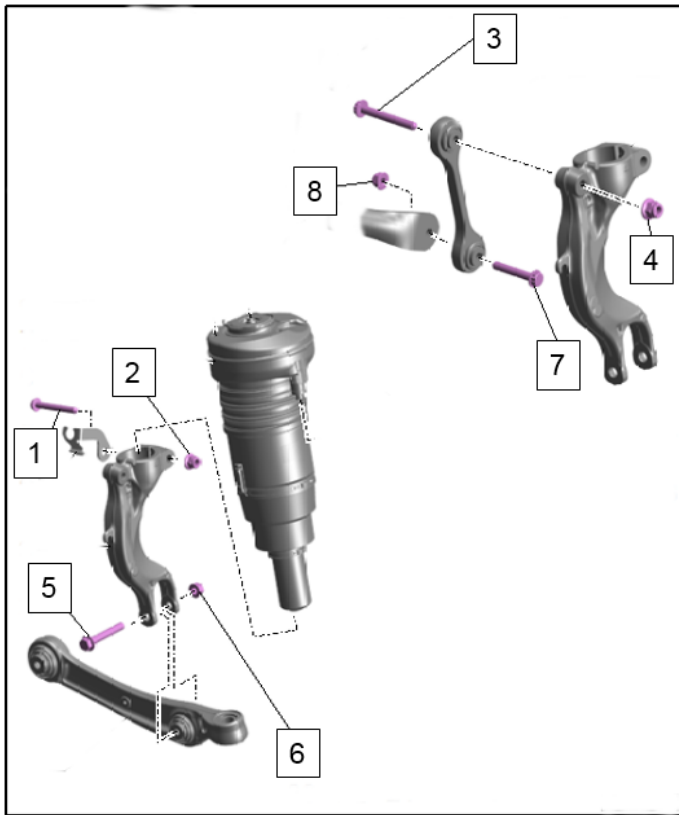
There is a risk of damaging the ball joint if force is used. Never press the joints in the control arm past the maximum articulation.

- Remove the suspension fork downward from the shock absorber tube.
- Carefully press the wheel bearing housing downward and remove the suspension fork.



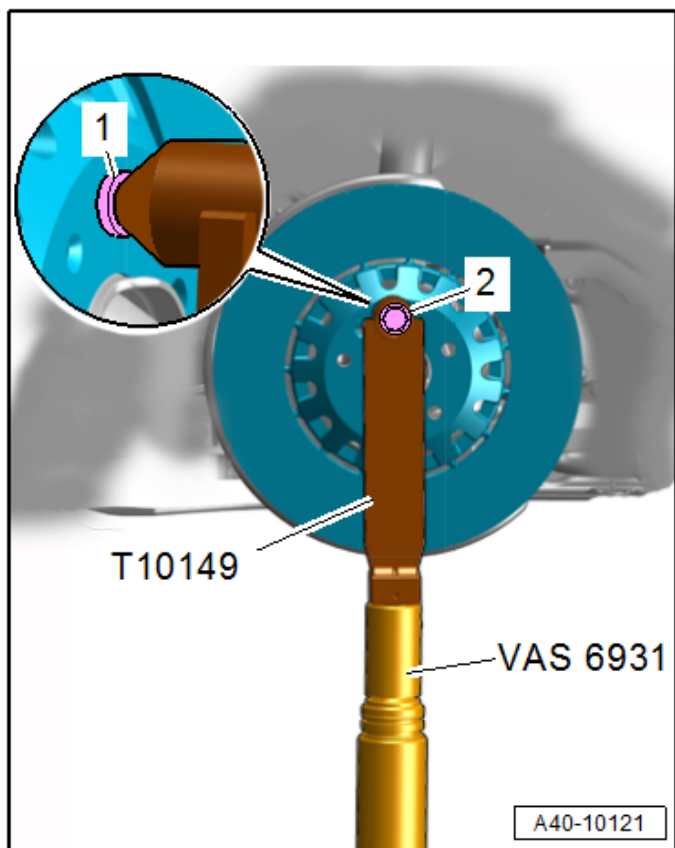
Installing new suspension fork:

- Install new suspension fork, making sure the T-pin <1> of the shock absorber tube engages in the groove <arrow> on the suspension fork.



- Install new nuts and bolts in the positions shown, but do not tighten.

Image	Part Number	Part Description
	4M0.413.037.H -OR- 4M0.413.038.H	Suspension Fork
-AND-		
<1>	N 102.722.02	Bolt, hex head (M12x1.5x95)
<2>	N 101.064.02	Shouldered hex nut, self-locking (M12x1.5)
<3>	WHT.007.061	12 point socket head screw (M10x85)
<4>	N 102.861.10	Shouldered hex nut, self-locking (M10)
<5>	N 107.847.02	Hexagon flange screw (M12x1.5x85)
<6>	WHT.001.987	Hex nut, self-locking with washer (M12x1.5)
<7>	WHT.006.917	12 point socket head screw (M10x62)
<8>	N 102.861.10	Shouldered hex nut, self-locking (M10)



Setting curb weight position:

NOTE

Risk of destroying the wheel bearing when installing the wheel bolt.

Install a washer <1> on the wheel bolt <2> so that the wheel bolt does not press against the wheel bearing.

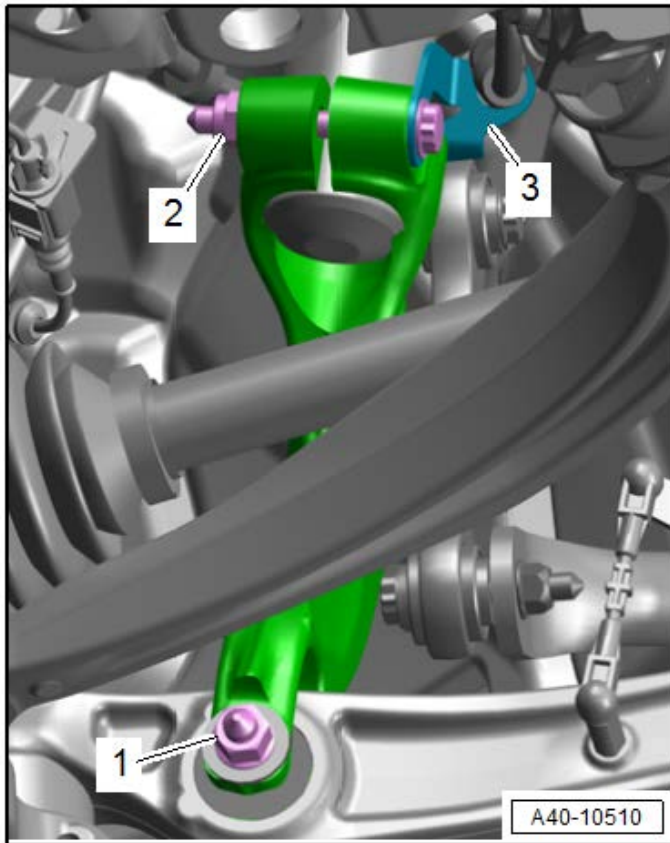
- Install the -T10149- with a wheel bolt <2> and inserted washer <1> on the wheel hub.
- Lift the wheel bearing housing using the -T10149- with the -VAS6931- until the previously recorded curb weight position is achieved.

WARNING

When suspension is lifted in curb weight position, the vehicle must be secured on the hoist to prevent it from tipping off the hoist.

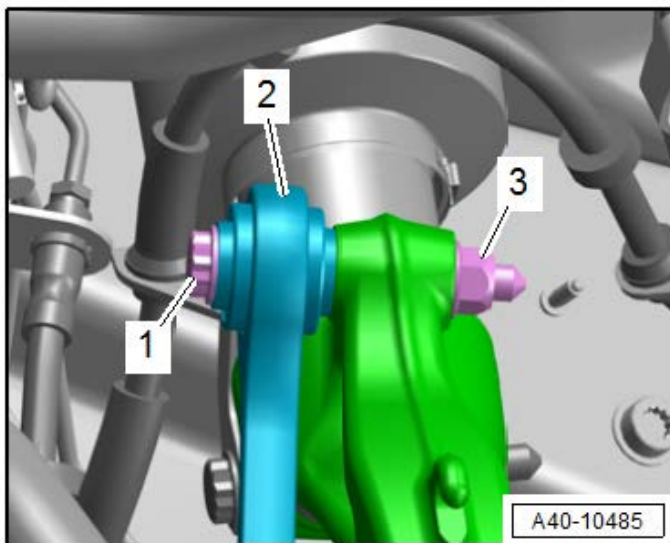
CAUTION

- All bolts on suspension components with bonded rubber bushings must always be tightened in curb weight position (unloaded condition).
- Bonded rubber bushings have a limited range of rotation.
- Axle components with bonded rubber bushings must be brought into the position they will be in when driving before they are tightened (curb weight position). Otherwise, the bonded rubber bushing will have tension, which will reduce the service life.

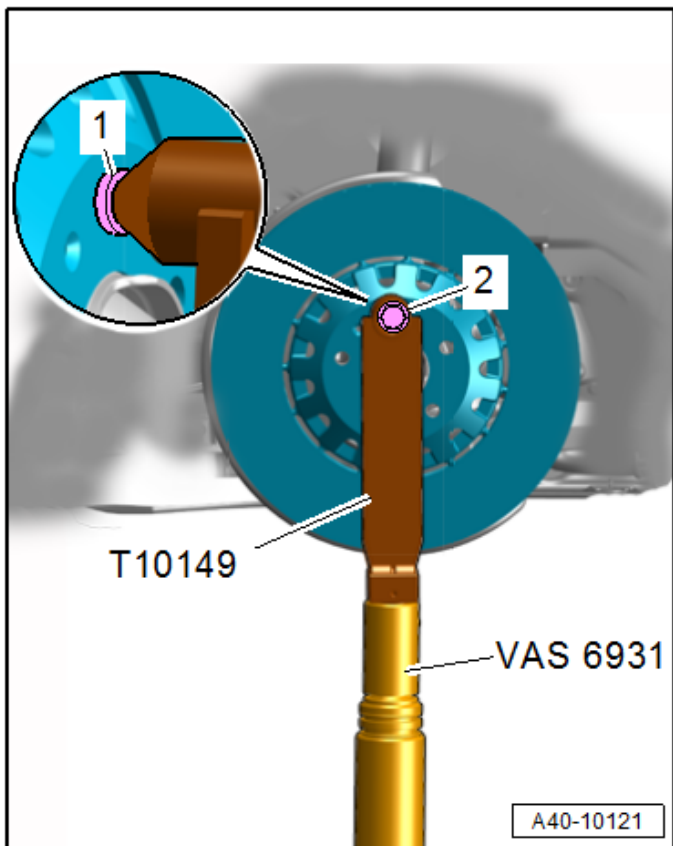


Tightening suspension fasteners:

- With the suspension in curb weight position, counter-hold the upper bolt for the upper suspension fork connection and tighten the nut <2> to 40 Nm + 180°.
- Counter-hold the lower bolt for the lower suspension fork connection and tighten the nut <1> to 90 Nm + 90°.



- With the suspension in curb weight position, counter-hold the upper and lower bolts for the anti-sway bar coupling rod <2> and tighten the nuts to 40 Nm + 90°.



- Lower the engine and gearbox jack -VAS6931- and remove the -T10149-.
- Remove the tensioning straps -T10038- from the front upper control arms and rear door strikers.
- Reinstall the front wheels and torque the bolts to 160 Nm.

All work complete, Proceed to Section C

Section C – Campaign Completion Stamp

I certify that this campaign has been performed in strict accordance with the applicable Audi repair procedure.

SAGA Code: _____

Technician: _____

Date: _____

Item#: AUD4927ENG

-OR-

Je certifie que cette campagne de rappel a été exécutée suivant les strictes directives de réparation d'Audi

Code de SAGA: _____

Technicien: _____

Date: _____

Item # AUD4927FRE

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.
- **Proceed to Section D**

Section D - Parts Return/Disposal

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.