

Technical Service Bulletin



42H6 UPDATE – Checking Right Rear Tie Rod Bolted Connection (NVLW)

July 17, 2018

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6 Sedan, S6, A7, S7, RS7	2016	See Campaign/Action screen in Elsa	See Campaign/Action screen in Elsa

Condition

This Update has been proactively released to prevent the following condition from occurring in the vehicle:

- Loosening of a right rear tie rod bolt.

This Update is in effect until removed.

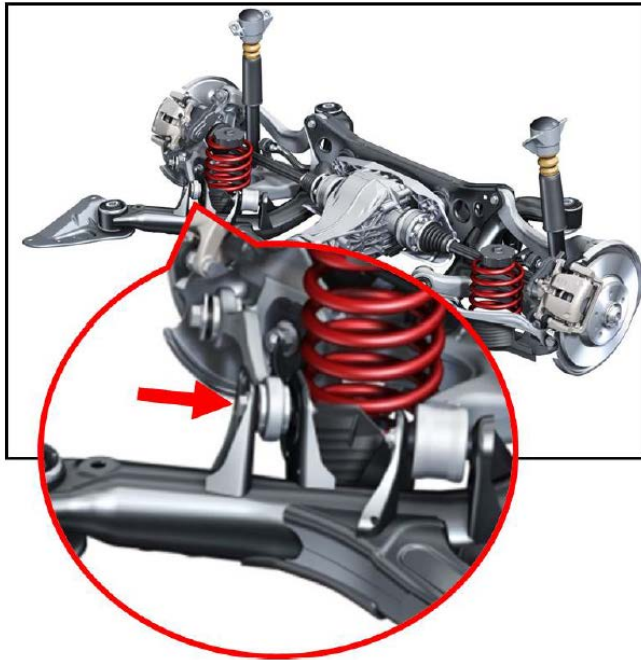
Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **42H6** code in the Elsa Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited Warranty.
- 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.

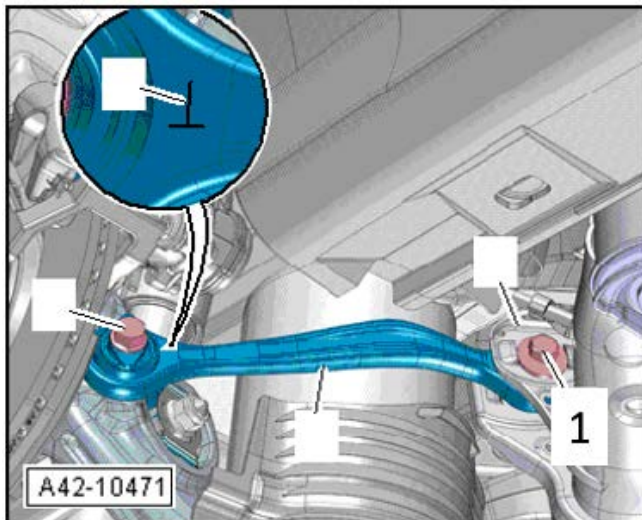
Technical Background

On Audi A6 and A7 vehicles manufactured within a specific period, the bolted connection for the tie rod (rear right) may not have been tightened correctly. This was due to a fault with the production's screwing system.

Service



- Remove right rear wheel.
- Detach front section of wheel housing liner and press it to the side.



- Check torque of bolted connection <1>:
 - **Eccentric bolt <1> must not be turned.**
 - Torque wrench must be placed on the nut for bolt <1>.
 - Set torque wrench to 76 Nm, counterhold bolt <1> and apply torque on nut.
- If the nut turns before 76 Nm is achieved, the bolt, nut and washer must be replaced.
- If the nut can be torqued to 76 Nm without moving, no further work is required.

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Warranty

Claim Entry Instructions

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 *open on the day of repair* to the repair order.

If customer refused campaign work or vehicle is out of the specified warranty parameter for this Update:

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

Service Number	42H6												
Damage Code	0099												
Parts Vendor Code	002												
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90												
Causal Indicator	Mark labor as causal												
Vehicle Wash/Loaner	Do not claim wash/loaner under this action												
Criteria I.D.	4G												
	<p>Check torque on bolted connection, no further work required</p> <p>Labor operation: 4209 01 99 30 T.U.</p> <p>-OR (if necessary)-</p> <p>Check torque on bolted connection; replace nut, bolt and washer and perform four wheel alignment</p> <p>Labor operation: 4209 41 99 190 T.U.</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>WHT002053</td> <td>Eccentric bolt M12x1.5x65</td> </tr> <tr> <td>1.00</td> <td>WHT002557</td> <td>Hexagon flange nut M12x1.5</td> </tr> <tr> <td>1.00</td> <td>WHT002492</td> <td>Eccentric washer 35x3x3.5x12.5</td> </tr> </tbody> </table>	Quantity	Part Number	Description	1.00	WHT002053	Eccentric bolt M12x1.5x65	1.00	WHT002557	Hexagon flange nut M12x1.5	1.00	WHT002492	Eccentric washer 35x3x3.5x12.5
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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.

Required Parts and Tools

Part Number	Part Description	Quantity
WHT002053	Eccentric bolt M12x1.5x65	1 (if necessary)
WHT002557	Hexagon flange nut M12x1.5	1 (if necessary)
WHT002492	Eccentric washer 35x3x3.5x12.5	1 (if necessary)

- Properly destroy and dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through SAGA.
- If you have exhausted your allocated parts and you require additional parts for vehicles affected by this Update but have exceeded your Upper Order Limit, please submit your requests for additional parts via email to upperorderlimits@audi.com. Be sure to include the affected VINs with your order. Prior to submitting your request, ensure that each vehicle has the **42H6** code open in Elsa. Your order will be reviewed and processed accordingly.
- See ELSA for special tools.

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.