


Release Date	01/30/2024	Technical Service Bulletin		
42N2 UPDATE Front Air Spring Struts – (NVLW)				

Applicable Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2023	2023	E-TRON GT	83
USA	2023	2023	RS E-TRON GT	8
CAN	2023	2023	E-TRON GT	13
CAN	2023	2023	RS E-TRON GT	2

Revision History

Revision	Date	Purpose
1	January 30, 2024	Original publication

Condition/Technical Background

This Update has been proactively released to prevent the following condition(s) from occurring in the vehicle:	
Criteria	Technical Background
01	Specific Audi e-tron GT vehicles produced in a certain time frame, air spring struts were installed that, due to a production deviation, could not be attached to the support bearing housing as specified. As a result, it cannot be ruled out that the air strut slowly loses air. In this scenario, a warning message will be displayed in the instrument cluster.

Remedy

Criteria	Remedy
01	The front air spring struts must be replaced.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **42N2** 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.

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.

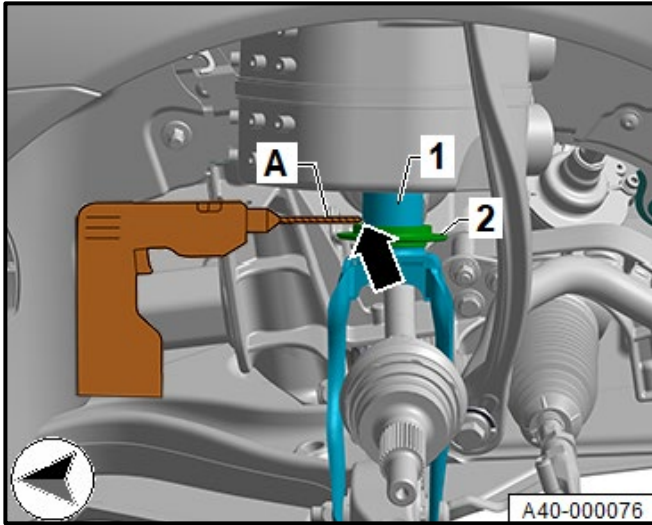
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

CRITICAL REPAIR STEP



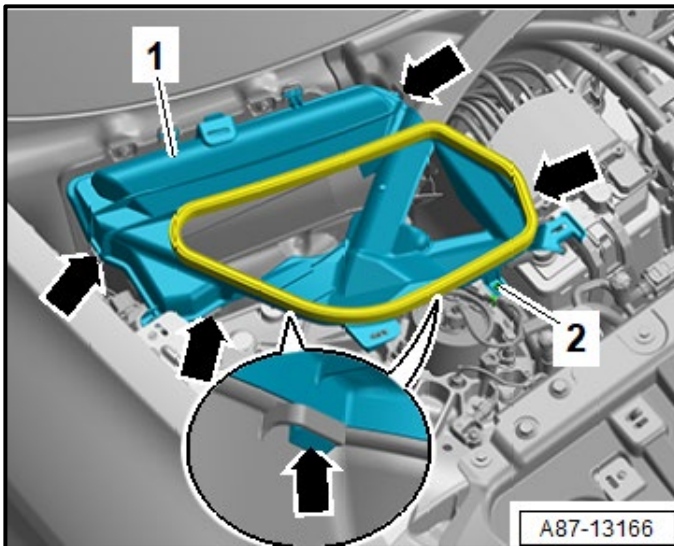
If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

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

42N2 UPDATE
Front Air Spring Struts – (NVLW)

Discharge the front air spring struts according to the ELSA repair manual:

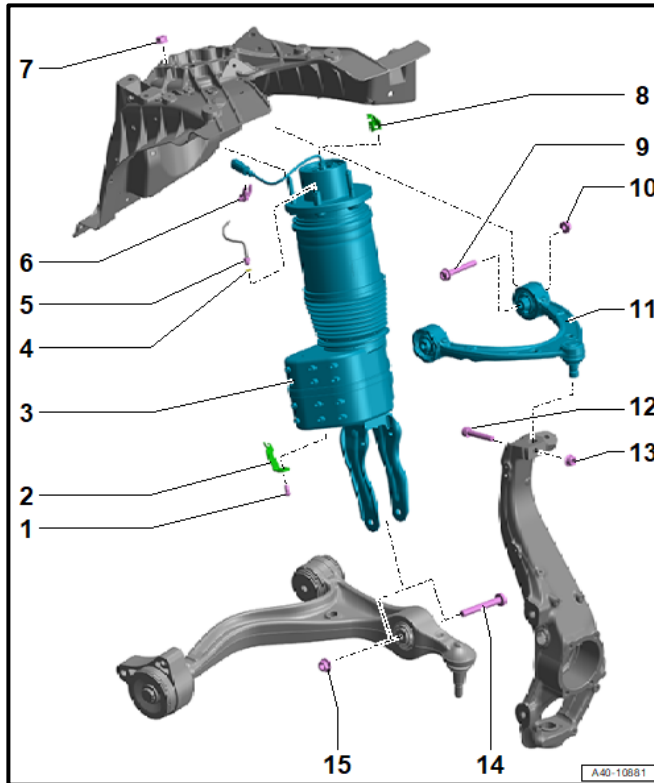
- *Repair manual > Chassis > Suspension, Wheels, Steering > 40 Front Suspension > Suspension Strut and Upper Control Arm > Front Air Spring Damper – Emptying and Checking for Damage.*




Replace the driver and passenger front air spring strut assemblies:

NOTE

The repair manual states to remove the fresh air intake. Only the fresh air intake cover <1> requires removal, not the complete fresh air intake assembly.

42N2 UPDATE
Front Air Spring Struts – (NVLW)


- Replace the front air spring struts per the ELSA repair manual:
 - *Repair manual > Chassis > Suspension, Wheels, Steering > 40 Front Suspension > Suspension Strut and Upper Control Arm > Suspension Strut, Removing and Installing.*

Release Date	01/30/2024	Technical Service Bulletin	
42N2 UPDATE Front Air Spring Struts – (NVLW)			 Audi


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 <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"> ✓ <u>U.S. dealers:</u> Submit the request through Audi Warranty Online under the <u>Campaigns/Update</u> option. ✓ <u>Canada dealers:</u> Upload the repair order to Audi WIN/Operations/Campaign Closure. 			
Service Number	42N2		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark DAMPER* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	01		
LABOR			
	Labor Op	Time Units	Description
	4050 20 50	SEE ELSA	Wheel bearing housings remove+reinstall
	4085 20 60	SEE ELSA	Suspension struts remove+reinstall
	4085 56 60	SEE ELSA	Suspension struts replace
	4085 05 99	10 TU	Discharge front air spring struts
	4405 20 52	SEE ELSA	Wheels remove+reinstall
	4495 03 50	SEE ELSA	Vehicle front + rear measure
	2706 89 50	SEE ELSA	Connect battery charger
	0150 00 00	Time stated on diagnostic protocol	GFF/Guided Functions


Continued on next page

Release Date	01/30/2024	Technical Service Bulletin	
42N2 UPDATE Front Air Spring Struts – (NVLW)			 Audi

LABOR		
Labor Op	Time Units	Description
<i>Add as needed (Only if necessary)</i>		
4488 15 50	SEE ELSA	Front wheel track adjust
4489 15 50	SEE ELSA	Front wheel camber adjust
4493 15 50	SEE ELSA	Rear wheel track adjust
4494 15 50	SEE ELSA	Rear wheel camber adjust
9092 00 51	SEE ELSA	Preparation Driver Assist Calibration
9163 15 50	SEE ELSA	Radar sensor adjust
9638 15 50	SEE ELSA	Camera Driver Assist Sys adjust
9635 15 52	SEE ELSA	Lane-change assist ECM adjust
PARTS		
Quantity	Part Number	Description
1.00	9J1616037E	DAMPER* (left)
1.00	9J1616038E	DAMPER (right)
2.00	298407475A	RING
6.00	N 10261311	HEX. NUT
2.00	N 10272302	SHOULDERED HEX. NUT, SELF- LOCKING
2.00	N 10286110	SHOULDERED HEX. NUT, SELF- LOCKING
2.00	N 10854401	SCREW
2.00	N 90966402	SHOULDERED HEX. NUT, SELF- LOCKING
2.00	N 91108501	SOCKET HD. SCREW WITH POLYGON SOCKET
4.00	WHT004571 or WHT004572	BOLT, WITH HEX. SOCKET HD (e-Tron GT) or SCREW (RS e-TRON GT)
2.00	WHT004995	HEXAGON FLANGE NUT, SELF-LOCKING
2.00	WHT005633	12 POINT SOCKET SHOULDERED NUT SELF-LOCK
2.00	WHT007021	NUT

Release Date	01/30/2024	Technical Service Bulletin	
42N2 UPDATE Front Air Spring Struts – (NVLW)			 Audi

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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.

Release Date	01/30/2024	Technical Service Bulletin	
42N2 UPDATE Front Air Spring Struts – (NVLW)			

Required Parts

Parts Control Type: Free Order	Parts will be managed by Free Order
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Initial Allocation: NO	Please reference the Repair Projection Tool (below) to view your potential VIN population.
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Repair Projection Tool: (right click to open)	
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	9J1-616-037-E	DAMPER (left)	Free Order
	1	9J1-616-038-E	DAMPER (right)	
	2	298-407-475-A	RING	
	6	N -102-613-11	NUT	
	2	N -102-723-02	NUT	
	2	N -102-861-10	NUT	
	2	N -108-544-01	SCREW	
	2	N -909-664-02	NUT	
	2	N -911-085-01	SCREW	
	4	WHT-004-571 or WHT-004-572	SCREW (e-Tron GT) or SCREW (RS e-TRON GT)	
	2	WHT-004-995	FLANGE NUT	
	2	WHT-005-633	NUT	
	2	WHT-007-021	NUT	


NOTE
Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.





- 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.

Required Special Tools

	Omega Clip Tool -T40280- (or equivalent)		Puller - Windshield Wiper -T40394-
	Scraper Set -VAS6845- (or equivalent)		Removal Wedge -T40233- (or equivalent)
	Tensioning Strap -T10038- (or equivalent)		Engine and Gearbox Jack -VAS6931- (or equivalent)
	Support Device -VAS6931/1- (or equivalent)		Air Suspension Strut Charger -VAS6231-
	Puller – Ball Joint -T10187-		Air Spring Strut Adapter -T10157-

Continued on next page

Release Date	01/30/2024	Technical Service Bulletin	
42N2 UPDATE Front Air Spring Struts – (NVLW)			

	<p>S-Hooks (2 Pcs) -VAS281007- (or equivalent)</p>		<p>Ball Joint Splitter -VAS251805- (or equivalent)</p>
	<p>Puller Set -VAS6926- (or equivalent)</p>		<p>Safety Gloves and Safety Goggles</p>

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.