

IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety. If you have questions regarding this or any other campaign, please call (800) 741-2919.



Safety Recall Circular

Code: **37E5**

**Subject: 2009-2010 A3, TT and TT Roadster
Equipped with an S tronic Direct Shift Gearbox (DSG)
Reprogram Gearbox (Temperature Sensor Software)**

REVISED
November 2009

Revision Summary

- Updated work procedure to notify dealer/customer of removed gear display feature – Pgs. 5, 6

Problem Description

The wiring harness of a temperature sensor in the DSG may have connector wires that were insufficiently crimped by the connector supplier during a limited production period. With insufficiently crimped connector wires, a temperature sensor has the potential to falsely detect a high gearbox oil temperature, causing the clutches to open and can cause the driver to perceive that the transmission has shifted into Neutral. If this happens, the selector lever position indicator within the instrument panel will flash. In addition, the Depress Brake Pedal indicator light will be illuminated, alerting the driver to apply the brakes. In heavy traffic, this could lead to a crash without warning.

Corrective Action

Reprogram gearbox with updated software.

VIN Ranges & Production Dates of Affected Vehicles U.S.A.

2009-2010 A3

WAU ___ 8P_9A041616 – WAU ___ FM_AA033987
Production date: September 22, 2008 – July 23, 2009

2009 TT/TT Roadster

TRU ___ 8J_91016391 – TRU ___ 8J_91032304
Production date: September 17, 2008 – April 28, 2009

CANADA

2009-2010 A3

WAU ___ 8P_9A040901 – WAU ___ 8P_9A140390
WAU ___ FM_AA031529 – WAU ___ FM_AA032355
Production date: September 19, 2008 – July 21, 2009

2009-2010 TT/TT Roadster

TRU ___ 8J_91016402 – TRU ___ 8J_91031091
TRU ___ FK_A1003779 – TRU ___ FK_A1004974
Production date: September 17, 2008 – July 30, 2009

NOTE: *Not all vehicles within a VIN range will be affected by this action. Check ElsaWeb on the day of repair to verify vehicle eligibility and attach the screen print to the repair order. This is the only valid campaign inquiry and verification source. Some vehicles may be involved in an additional action(s), any additional work can be done while the vehicle is in for this action.*

Allocation Report of Affected Vehicles & AIM System

On or about October 19, 2009, dealers were able to view their electronic allocation list for this campaign in the My Dealership Reports section of AccessAudi. Dealers did not receive a report if had no affected vehicles. Additionally, dealers can use the AIM system to check for affected inventory vehicles.

Parts Information and Allocation

We previously provided dealers with an initial parts allocation with which to address inventory vehicles. However, since this action is an SVM software update, there will be no parts allocation prior to owner notification.

Parts Return

Any dealers who still have parts remaining from the parts allocation of code 37E4 can return them to their facing PDC.

Owner Notification Mailing

On or about October 19, 2009 Audi notified all known owners of affected vehicles by first class mail. A sample of the owner letter is enclosed.

The 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. ©2009 Audi of America, LLC and Audi Canada. All Rights Reserved.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID as found in ElsaWeb and Repair Operation(s) as shown in the following claim entry instructions. Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

Saga Claim Entry Procedure

Check ElsaWeb to determine whether the "37E5" campaign is open.

Service No. : 37E5

Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code 002.

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criterion 8J – TT/TT Roadster Vehicles

OR

Criterion 8P – A3 Vehicles

– Reprogram gearbox with updated (temperature sensor) software

Repair operation: 3730 25 99 40 T.U.

There is NO reimbursement for vehicle wash.

If customer refused repairs – Fax the repair order to (248) 754-5093 and provide the VIN, applicable service number, customer information, dealer number and date.

Customer Letter Example (U.S.A.)

October 2009

**Subject: Safety Recall 37E5/J7
2009-2010 Model Year Audi A3 and 2009 Model Year Audi TT and TT Roadster Equipped with an S tronic Direct Shift Gearbox (DSG)
DSG Temperature Sensor**

Dear Audi Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in some 2009-2010 model year Audi A3 vehicles, and in some 2009 model year Audi TT and TT Roadster vehicles equipped with an S tronic Direct Shift Gearbox (DSG). Our records show that you are the owner of one of these vehicles.

What is the Problem?

The wiring harness of a temperature sensor in the DSG may have connector wires that were insufficiently crimped by the connector supplier during a limited production period. With insufficiently crimped connector wires, a temperature sensor has the potential to falsely detect a high gearbox oil temperature, causing the clutch to open and can cause the driver to perceive that the transmission has shifted into Neutral. If this happens, the selector lever position indicator within the instrument panel will flash. In addition, the Depress Brake Pedal indicator light will be illuminated, alerting the driver to apply the brakes. In heavy traffic, this could lead to a crash without warning.

What Will Audi Do?

In order to correct this defect, dealers will reprogram the transmission control module with updated software.

What We Would Like You to Do

Please contact your authorized Audi dealer and arrange for an appointment without delay. This service will take about one hour and will be 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.

Precautions You Should Take

Affected vehicles can continue to be driven as usual, but if the selector lever position indicator within the instrument panel flashes and/or the Depress Brake Pedal indicator light are illuminated, the driver should be aware that the vehicle may feel as if the transmission has shifted into Neutral. If this happens, customers should have the vehicle inspected by an authorized Audi dealer immediately.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid for a replacement DSG temperature sensor because of the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Service Help from Us

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Audi of America, Inc.
Attn: Customer Relations (37E5/J7)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-253-2834

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. Thank you for your continued loyalty!

Sincerely,

Audi Product Compliance

The 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. ©2009 Audi of America, LLC and Audi Canada. All Rights Reserved.

November 2009

REVISED - 37E5/J7 Page 3 of 13

Customer Letter Example (CANADA)

October 2009

**Subject: Safety Recall 37E5/J7
2009-2010 Model Year Audi A3, TT and TT Roadster Equipped with an S tronic Direct Shift Gearbox (DSG)
DSG Temperature Sensor**

Dear Audi Owner:

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in some 2009-2010 model year Audi A3, TT and TT Roadster vehicles equipped with an S tronic Direct Shift Gearbox (DSG). Our records show that you are the owner of one of these vehicles.

What is the Problem?

The wiring harness of a temperature sensor in the DSG may have connector wires that were insufficiently crimped by the connector supplier during a limited production period. With insufficiently crimped connector wires, a temperature sensor has the potential to falsely detect a high gearbox oil temperature, causing the clutch to open and can cause the driver to perceive that the transmission has shifted into Neutral. If this happens, the selector lever position indicator within the instrument panel will flash. In addition, the Depress Brake Pedal indicator light will be illuminated, alerting the driver to apply the brakes. In heavy traffic, this could lead to a crash without warning.

What Will Audi Do?

In order to correct this defect, dealers will reprogram the transmission control module with updated software.

What We Would Like You to Do

Please contact your authorized Audi dealer and arrange for an appointment without delay. This service will take about one hour and will be 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.

Precautions You Should Take

Affected vehicles can continue to be driven as usual, but if the selector lever position indicator within the instrument panel flashes and/or the Depress Brake Pedal indicator light are illuminated, the driver should be aware that the vehicle may feel as if the transmission has shifted into Neutral. If this happens, customers should have the vehicle inspected by an authorized Audi dealer immediately.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid for a replacement DSG temperature sensor because of the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Service Help from Us

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Audi Canada
Attn: Customer Relations(37E5/J7)
P.O. Box 842, Stn. A
Windsor, ON N9A 9Z9
1-800-253-2834

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. Thank you for your continued loyalty!

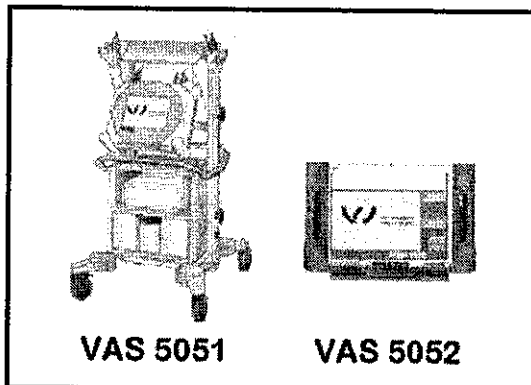
Sincerely,

Audi Product Compliance

The 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. ©2009 Audi of America, LLC and Audi Canada. All Rights Reserved.

If there are questions regarding the work procedure, contact the Campaign Helpline at 1-800-741-2919.

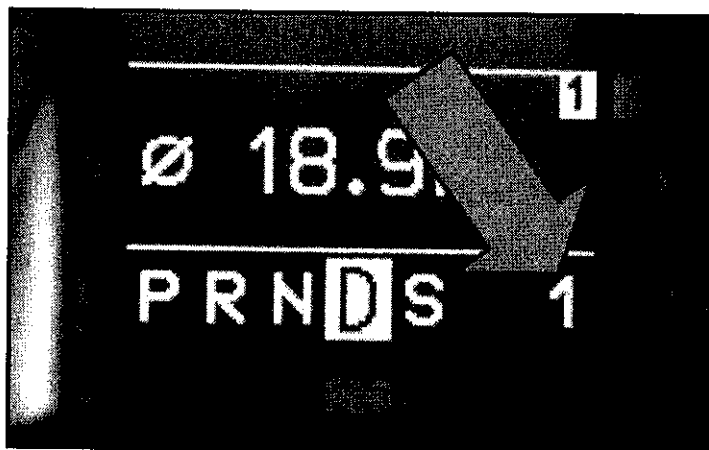
Required Tools



- Only use VAS 5051B or VAS 5052 Diagnostic tester. **Do not use 5051A**
- PSC 550S or INC 940 Battery charger

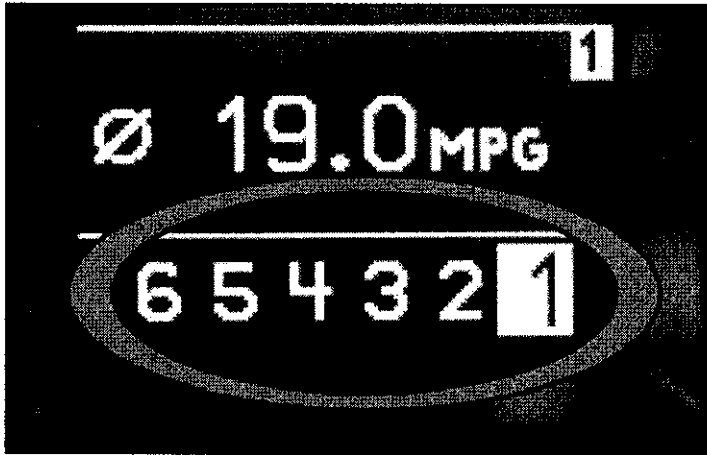
Work Sequence

Section A – Software Update Using Software Version Management (SVM)



Note: BEFORE performing this update:

- NEW**
- On MY 2009 vehicles, please inform customer that after the update, the gear display feature in the MFI -arrow- while in Drive "D" or Sport "S" (e.g. 1,2,3,4,5,6) will no longer appear
- This update is not reversible
The feature cannot be turned back on
- **If customer refuses repair**, fax repair order as indicated on SAGA Claim Entry Procedure



NEW

Tip: Gear recognition can be observed in the MFI -circle- by placing selector lever into the Tiptronic position





Note: Any Update Programming procedure (flash) may overwrite any "TUNED" ECM or TCM programming. A "TUNED" ECM or TCM is described as any ECM or TCM altered so as to perform outside the normal parameters and specifications approved by Volkswagen of America, Inc.

Current Tuned ECM or TCM requirements: If you encounter a vehicle with a "Tuned" ECM or TCM, your dealership must do the following before performing any procedure that updates ECM or TCM programming:


- Notify the owner that their ECM or TCM was found to have been tuned
- Notify the owner that any damage caused by the tuning of the ECM or TCM (including any adverse emissions consequences) will not be covered by Volkswagen of America, Inc. warranties

[\(Click here for ECM/TCM Tuning form on p. 14\)](#)

 Note: ECM DTCs will be erased when performing the update programming procedure

 Note: For all work where the ignition has to be left switched on for a long period, a battery charger must be connected to ensure an adequate power supply


Switch off all unnecessary electrical equipment (blower, seat heater, interior light, etc.)

 Note: Battery **MUST** have a minimum no load charge between 12.5V and 14.5V (**failure to maintain voltage during update process can lead to control module failure**)

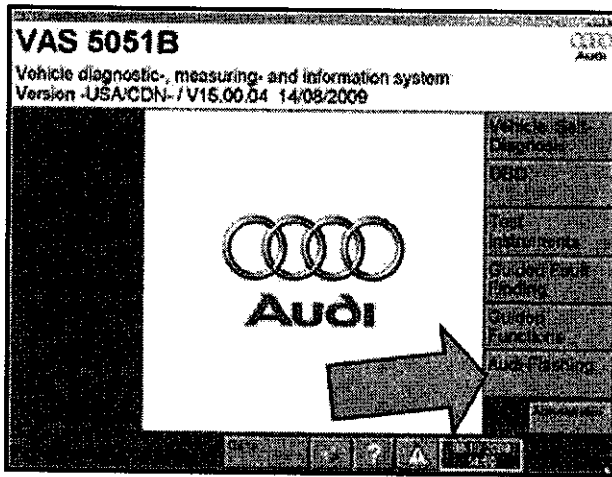
VAS 5051B must be connected to vehicle and 110V AC power supply at all times during update programming

VAS 5052 must be connected to vehicle and battery voltage requirements maintained

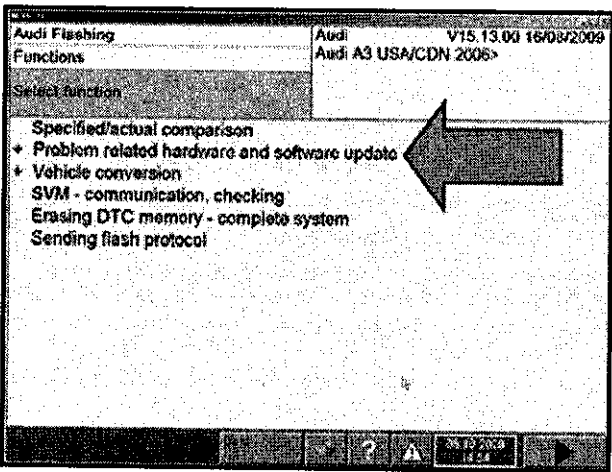
Ensure that no electromagnetic interference sources (mobile phones, Bluetooth, etc.) are operated in or near the vehicle while individual control units are being updated

 Note: Use PSC 550S or INC 940 battery charger to maintain vehicle battery voltage

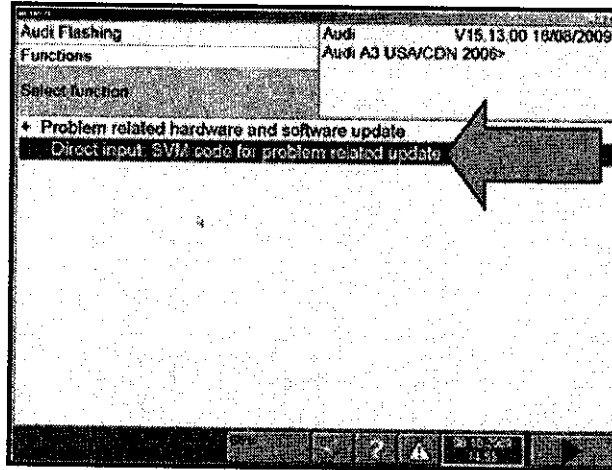
 Note: Only use VAS 5051B or VAS 5052 diagnostic tester



- Connect -VAS 5051B- or -VAS 5052- (with online capability) to the vehicle
- Connect -VAS 5051B- or -VAS 5052- to your workshop network using network connection cable
- ⇐ Select "Audi Flashing" -arrow-
- In the next screens, select the correct Brand, Vehicle Identification then, confirm the Vehicle Identification

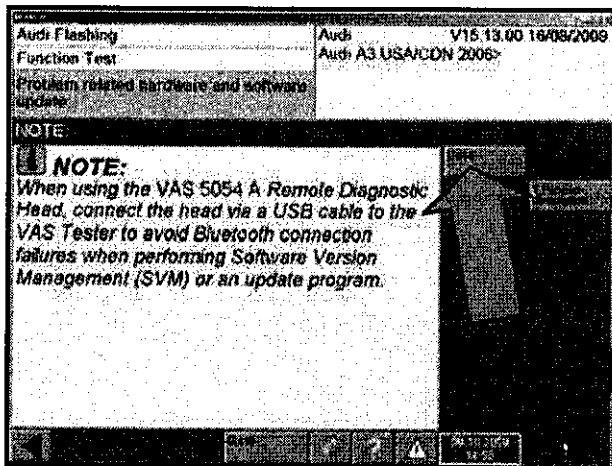


- ⇐ Select "Problem related hardware and software update" -arrow-

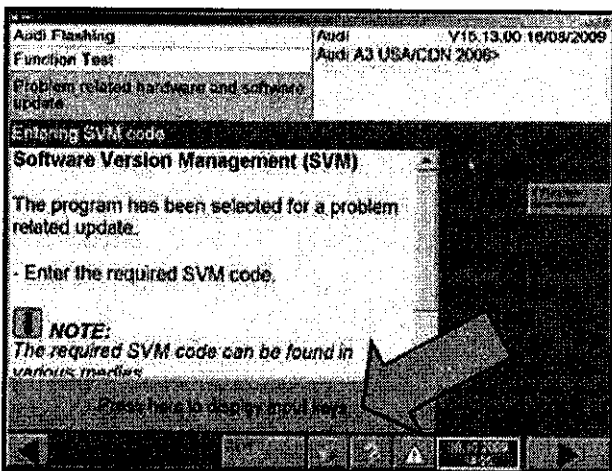


- ⇐ Select "Direct input SVM code for problem related update" -arrow- then, select the forward arrow

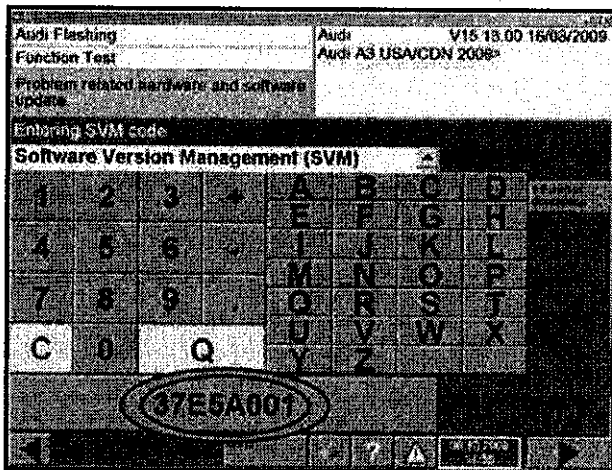
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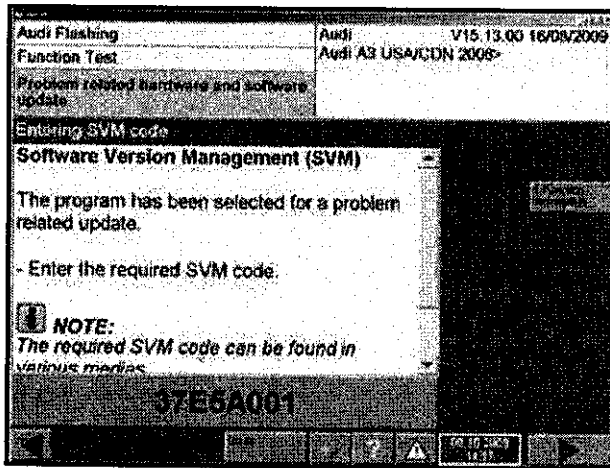
⇐ Read the information, take any necessary steps to comply then, select "Done" -arrow-



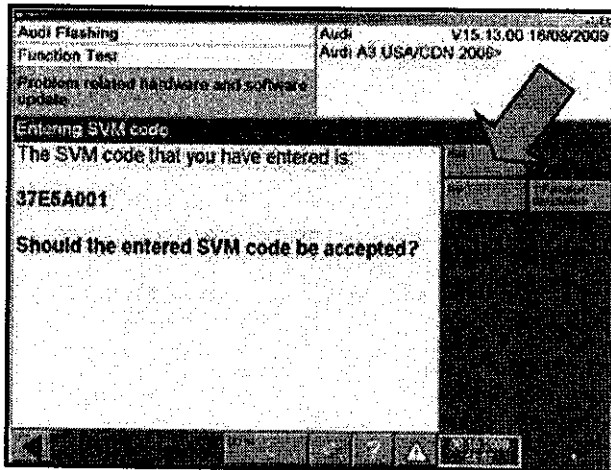
⇐ Select "Press here to display input keys" -arrow-



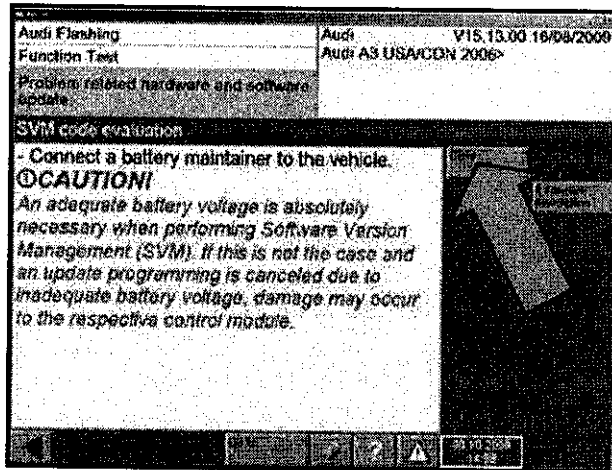
⇐ Use the input keys to enter the Software Version Management (SVM) code **37E5A001**, then, select "Q."




← Verify the SVM code has been entered properly then, select ►

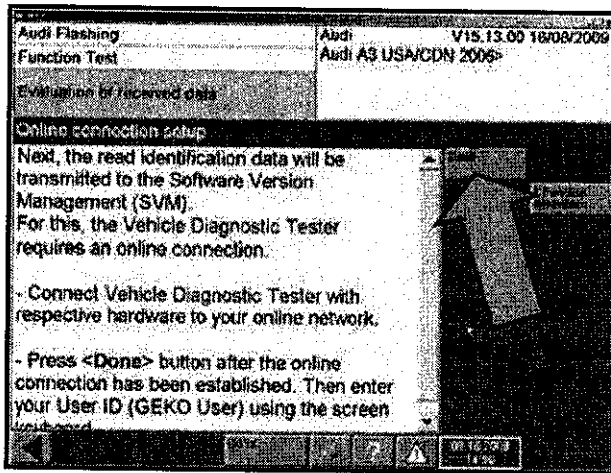


← Select "Yes" -arrow-

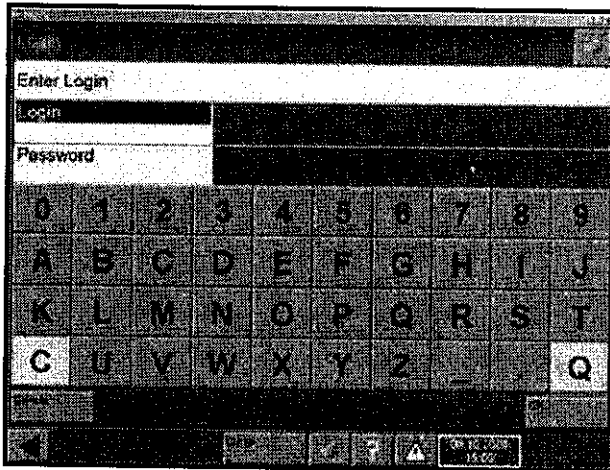


← Read the information, take any necessary steps to comply then, select "Done" -arrow-

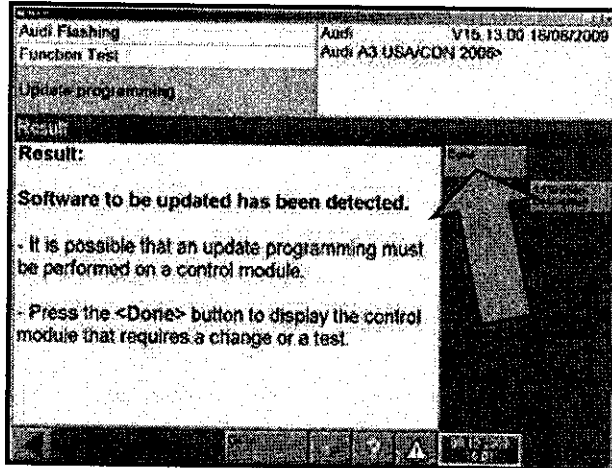
 Tip: Tester will automatically continue with checking the control modules



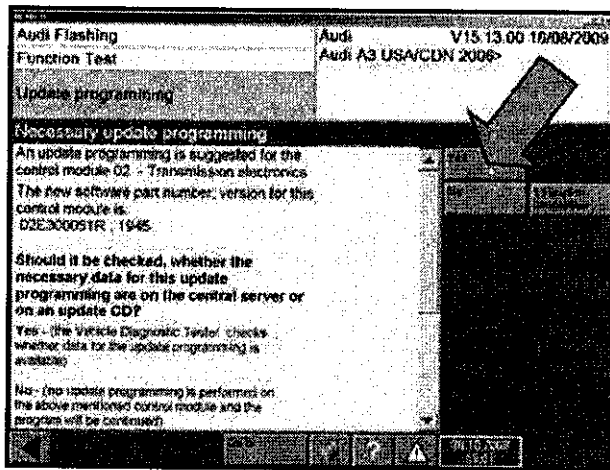
⇐ Read the information, take any necessary steps to comply then, select "Done" -arrow-



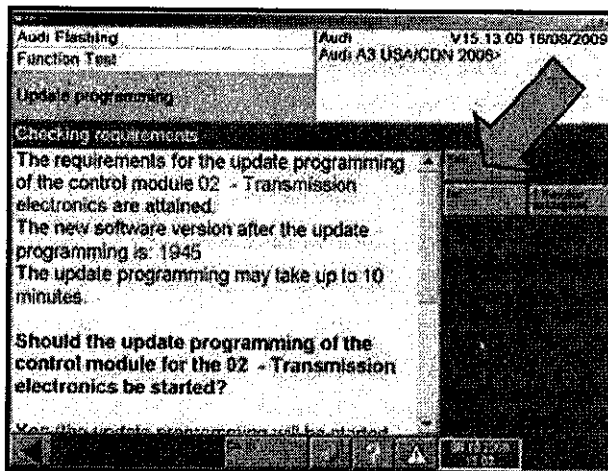
⇐ Enter your Geko Login identification, select "Password" and enter your Geko password then, select "OK"



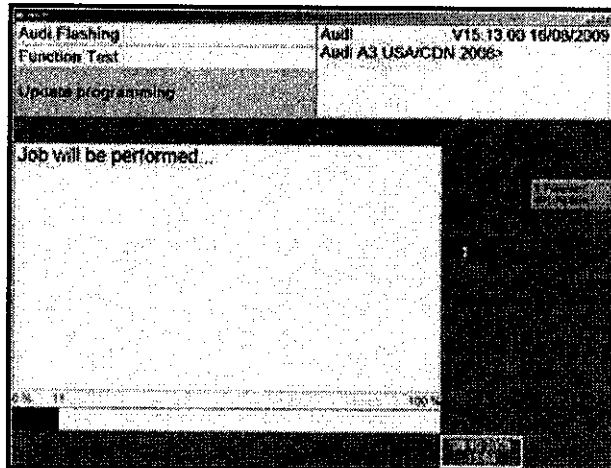
⇐ Read the information then, select "Done" -arrow-




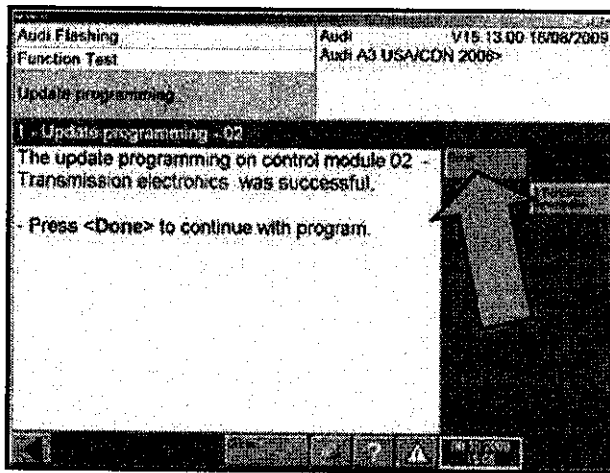
← Read the information then, select "Yes" -arrow-



← Read the information, take any necessary steps to comply then, select "Yes" -arrow-

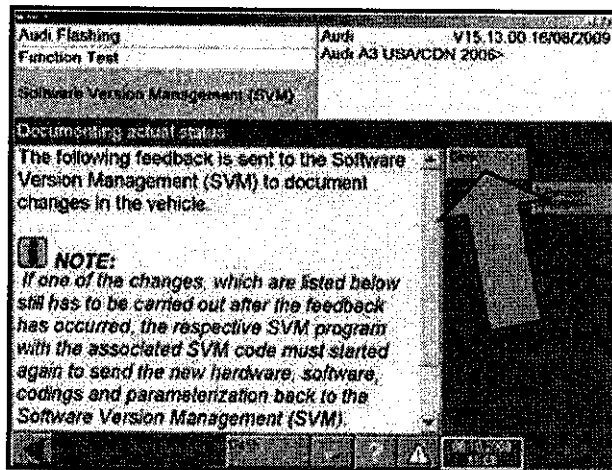


 Tip: Software update takes place as pictured. Do not interrupt this process or damage to the control module will occur

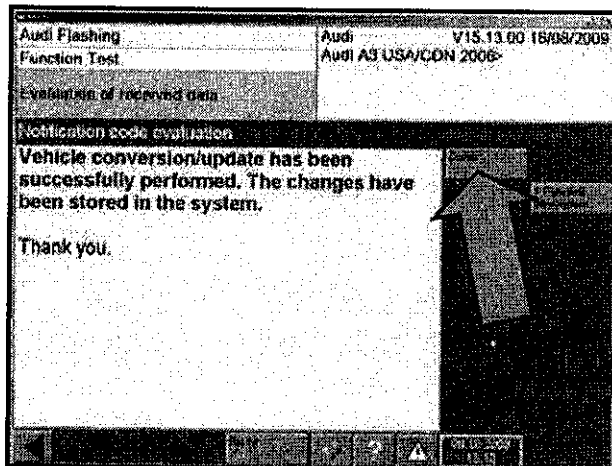


⇐ Once software update is complete as pictured, select "Done" -arrow-

- Follow on-screen prompts for switching key Off/On



⇐ Read the information then, select "Done" -arrow-



⇐ Read information then, select "Done" -arrow-

- Follow the on-screen prompts to erase DTC memory

WORK IS COMPLETE



Audi

OWNER INFORMATION ABOUT CONTROL MODULE TUNING* ACKNOWLEDGEMENT AND AUTHORIZATION FOR REPROGRAMMING (REFLASHING) OF CONTROL MODULE(S)

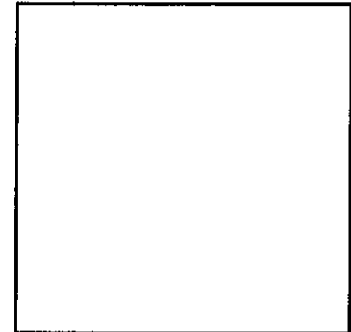
**) "TUNING" is described as the addition of or modification of any component which causes an Audi vehicle to perform outside the normal parameters and specifications approved by Audi of America, Inc..*

Date: _____

Dealer Number: _____

Vehicle Identification Number: _____

Repair Order Number: _____



Dealer stamp

I _____, owner or driver of the above identified Audi, confirm:

"Tuning" as described above (especially power increasing modifications) has NOT been performed on my vehicle.

"Tuning" as described above has been performed on my vehicle and the following components were modified or installed:

TUNING was performed by (Please provide Company name and telephone number, if you wish us to contact them):

I understand that if my Control Module is determined to have been tuned, any damage caused by the tuning of the Control Module (including adverse emissions consequences) will not be covered by Audi of America, Inc. warranties.

I am permitting an authorized Audi Dealer to reflash (update) my Control Module, and by doing so, I understand that this process will automatically overwrite (destroy) and permanently delete any tuning program that was previously installed on the Control Module of my Audi vehicle.

By signing below, I fully acknowledge and understand that the tuning program will not be restored and Audi of America, Inc., will not be liable in any way for the loss of tuning data.

Signature of Customer