

Safety Recall

Code: 97EV



Subject Engine Control Module (ECM) Connector

Release Date March 04, 2021

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2019	2021	A8	161
USA	2020	2021	S8	77
CAN	2020	2020	A8	6
CAN	2020	2020	S8	7

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 only valid campaign inquiry & verification source.

- ✓ 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

Due to a deviation in the manufacturing process of the wiring harness supplier, a sealing pin may be missing in one of the engine control unit connectors. Moisture may enter the connector of the engine control module due to a missing sealing pin. This may cause malfunctions accompanied by illumination of the Malfunction Indicator Lamp (MIL) and the engine may go into fail-safe mode with restricted RPM. It cannot completely be ruled out that the engine may stop while driving. If the engine stops while the vehicle is in motion especially at higher speeds, this may increase the risk of a crash.

Corrective Action

Inspect the connector on the engine control unit to see if the sealing pin is present. If missing, the pin will be installed. The connector will also be checked for possibly existing corrosion and - if necessary - the affected connections will be replaced.

Code Visibility

On or about March 04, 2021, the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in March 2021. Owner letter examples are included in this bulletin for your reference.

Additional Information

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: 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 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.

Parts Information

Parts Control Type:
VIN to Order

If parts are needed to support a vehicle repair:

- US Dealers - use AVA
- CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order

Initial Allocation:
NO

Due to the small number of affected vehicles there will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.

Repair Projection Tool:
(right click to open)



Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	4M0-971-904	SEAL. PIN	VIN to order

! NOTE

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

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

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	97EV		
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.	01		
	Remove wiper arms and plenum chamber cover, disconnect and inspect ECM connector for corrosion, sealing pin is present		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	80	Inspect ECM connector, no further work required
-OR-	Remove wiper arms and plenum chamber cover, disconnect and inspect ECM connector for corrosion, sealing pin is missing; install sealing pin		
	LABOR		
	Labor Op	Time Units	Description
	9709 49 99	90	Inspect ECM connector and install sealing pin
	PARTS		
	Quantity	Part Number	Description
	1.00	4M0971904	SEAL. PIN

Continued on next page

-AND-	ONLY if corrosion is found on the ECM connector		
	LABOR		
	Labor Op	Time Units	Description
	2470 25 99	30	Replace ECM
	0150 00 00	Time stated on diagnostic protocol	GFF operations when replacing ECM
	9709 41 99	Up to 190 (see below)	Repair wiring
	# of pins (wires) replaced	T.U. to claim	Every claim that includes connector pin replacement may be reviewed for claim accuracy to ensure the number of pins (wires) replaced equals the T.U. listed in this chart.
	1	30	
	2	40	
	3	50	
	4-6	70	
	7-8	90	
	9-11	110	
	12-15	130	
	16-18	160	
	19-20	190	
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	Engine Control Module
	As required	SEE ETKA	Butt connector
	As required	SEE ETKA	Wire set
As required	SEE ETKA	Connector seal	

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 21V111

Subject: Safety Recall 97EV – Engine Control Module (ECM) Connector

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 2019-2021 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** Due to a deviation in the manufacturing process of the wiring harness supplier, a sealing pin may be missing in one of the engine control unit connectors. Moisture may enter the connector of the engine control module due to a missing sealing pin. This may cause malfunctions accompanied by illumination of the Malfunction Indicator Lamp (MIL) and the engine may go into fail-safe mode with restricted RPM. It cannot completely be ruled out that the engine may stop while driving. If the engine stops while the vehicle is in motion especially at higher speeds, this may increase the risk of a crash.
- What will we do?** To correct this defect, your authorized Audi dealer will check the connector on the engine control unit to see if the sealing pin is present. If missing, the pin will be installed. The connector will also be checked for possibly existing corrosion and - if necessary - the affected connections will be replaced. This work will take about two hours 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: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Transport Canada Recall: 2021097

Subject: Safety Recall 97EV – Engine Control Module (ECM) Connector

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Due to a deviation in the manufacturing process of the wiring harness supplier, a sealing pin may be missing in one of the engine control unit connectors. Moisture may enter the connector of the engine control module due to a missing sealing pin. This may cause malfunctions accompanied by illumination of the Malfunction Indicator Lamp (MIL) and the engine may go into fail-safe mode with restricted RPM. It cannot completely be ruled out that the engine may stop while driving. If the engine stops while the vehicle is in motion especially at higher speeds, this may increase the risk of a crash.

What will we do? To correct this defect, your authorized Audi dealer will check the connector on the engine control unit to see if the sealing pin is present. If missing, the pin will be installed. The connector will also be checked for possibly existing corrosion and - if necessary - the affected connections will be replaced. This work will take about two hours 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 letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

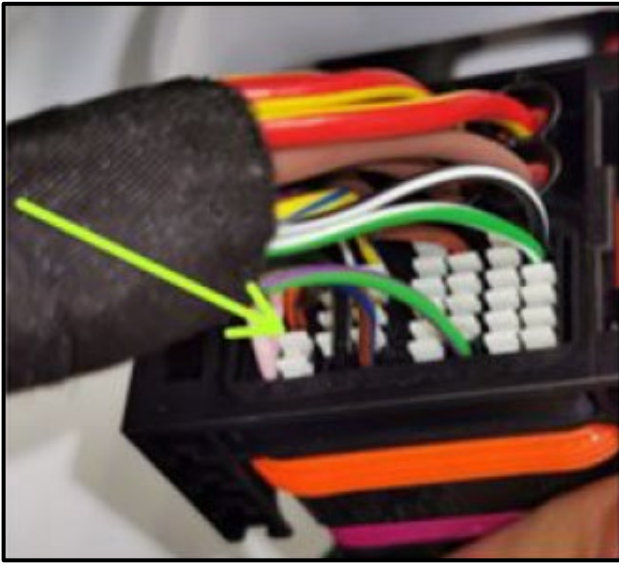
Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

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



- Install sealing pin into ECM connector T56f (if necessary).

! 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.

Required Tools



Puller - Windshield Wiper
- T40394-

Repair Instruction

Section A - Check for Previous Repair

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.

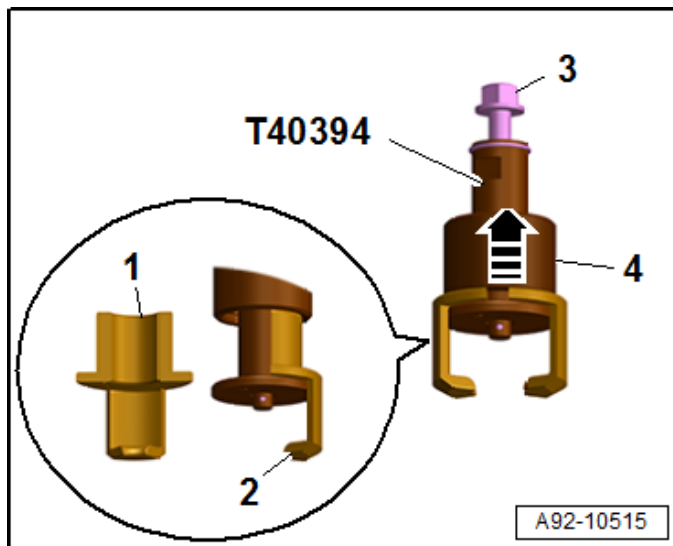
CRITICAL REPAIR STEP

 **STOP!** 

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.**
- **Proceed to Section B.**

Section B – Repair Procedure



Prepare Puller - Windshield Wiper -T40394-:

- Turn the bolt <3> all the way upward.
- Push the locking ring <4> upward in direction of <arrow>.
- Remove the hook <1> and pivot the second hook <2> to the side.

Removing wiper arms:

Vehicles without integrated washer nozzles:

! NOTE

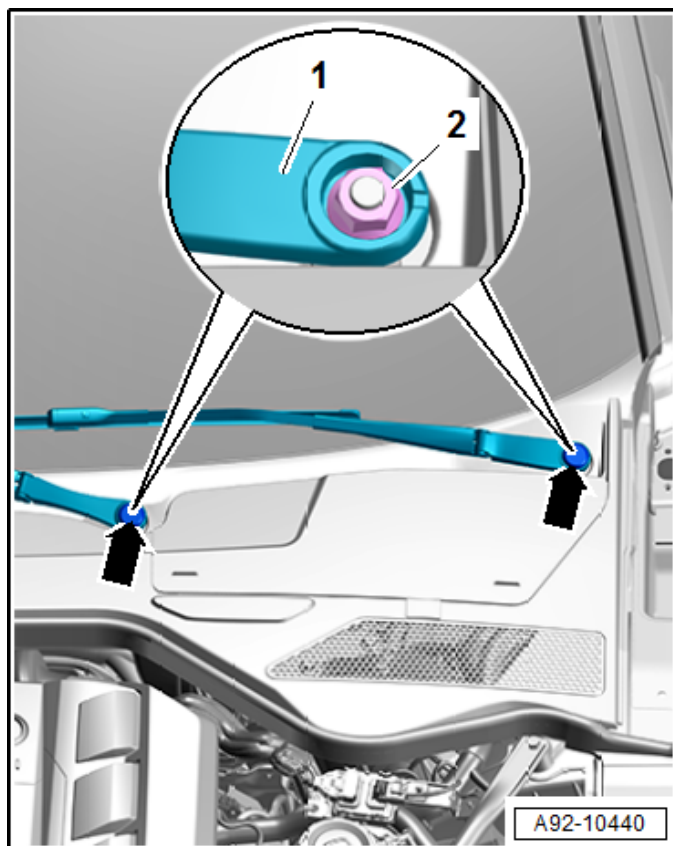
If the windshield wiper motor is to be run during the work procedure, the hood must be closed. Otherwise, the power supply to the wiper motor will be interrupted.

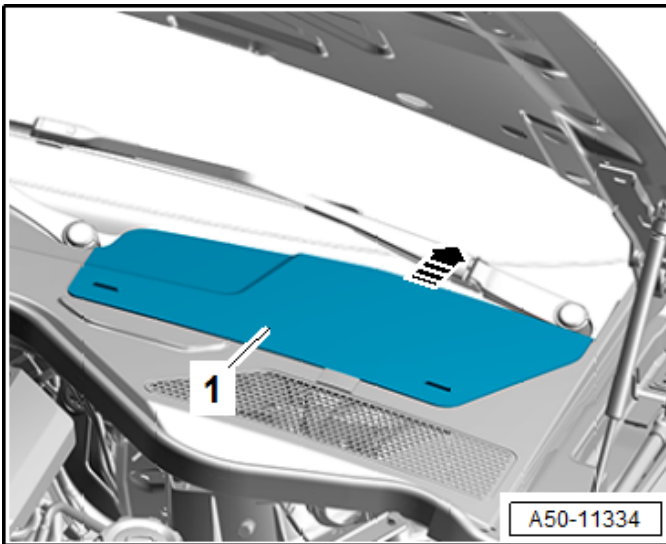
- Mark the current wiper position with a piece of masking tape.

! NOTE

Marking the original position of the wiper arms should prevent the need for adjusting the wiper arms after reinstalling.

- Pry the caps <arrows> off of the windshield wiper arms <1> with a screwdriver.
- Remove the nuts <2>.



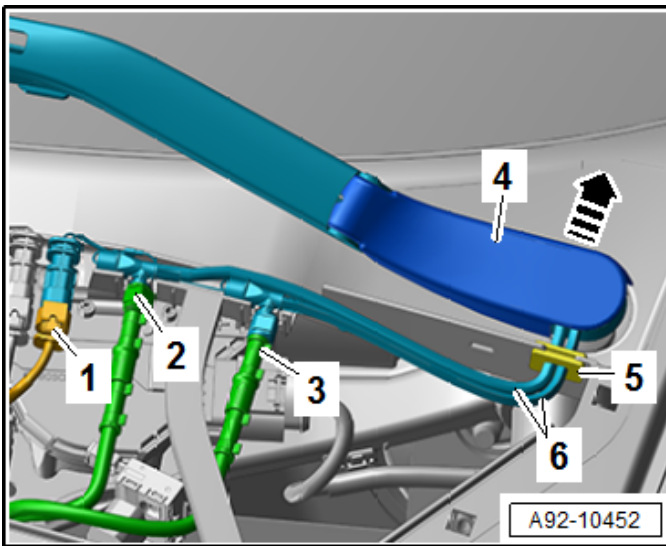


Remove service cover (vehicles with integrated washer nozzles only):

NOTE

If the windshield wiper motor is to be run during the work procedure, the hood must be closed. Otherwise, the power supply to the wiper motor will be interrupted.

- Slide the service cover <1> for the plenum chamber cover toward the rear in direction of <arrow> and remove it.



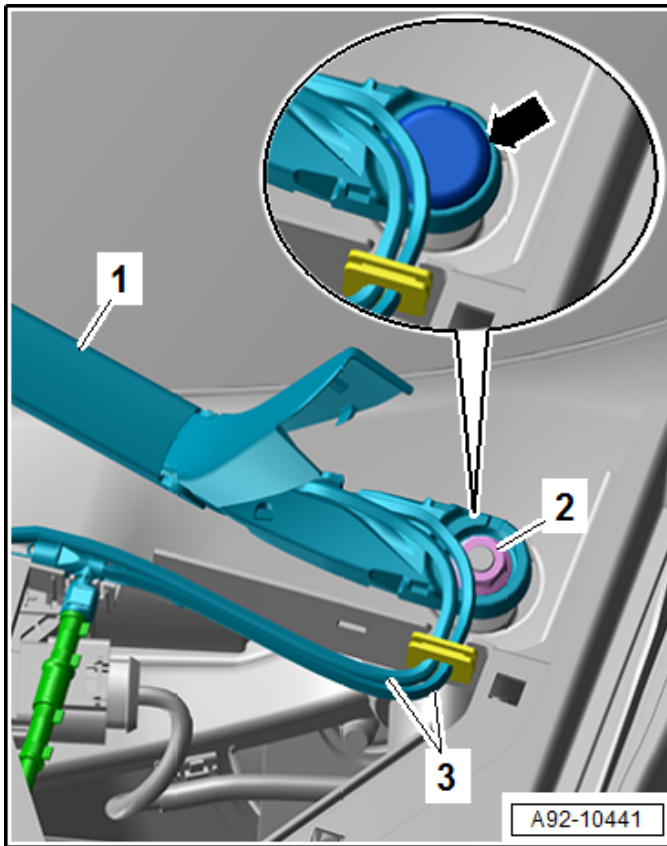
Vehicles with integrated washer nozzles:

- Mark the current wiper position with a piece of masking tape.

NOTE

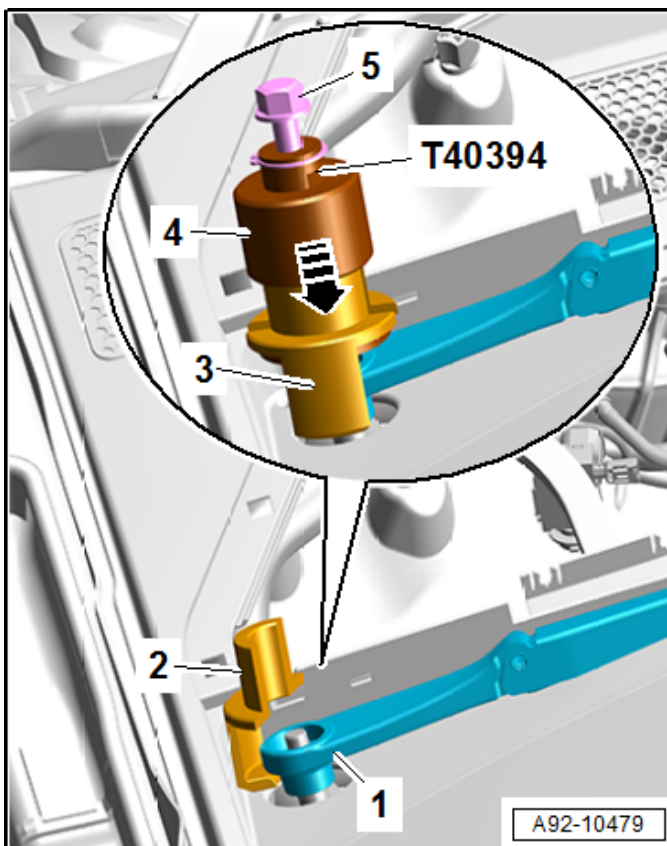
Marking the original position of the wiper arms should prevent the need for adjusting the wiper arms after reinstalling.

- Disconnect the connector <1>.
- Release the retainers and disconnect the washer fluid hoses <2 and 3> at the connection points.
- Free up the grommet <5> and the washer fluid hoses <6> with the connector at the plenum chamber cover.
- Release the side retainer <arrow> and pivot the cover <4> upward.



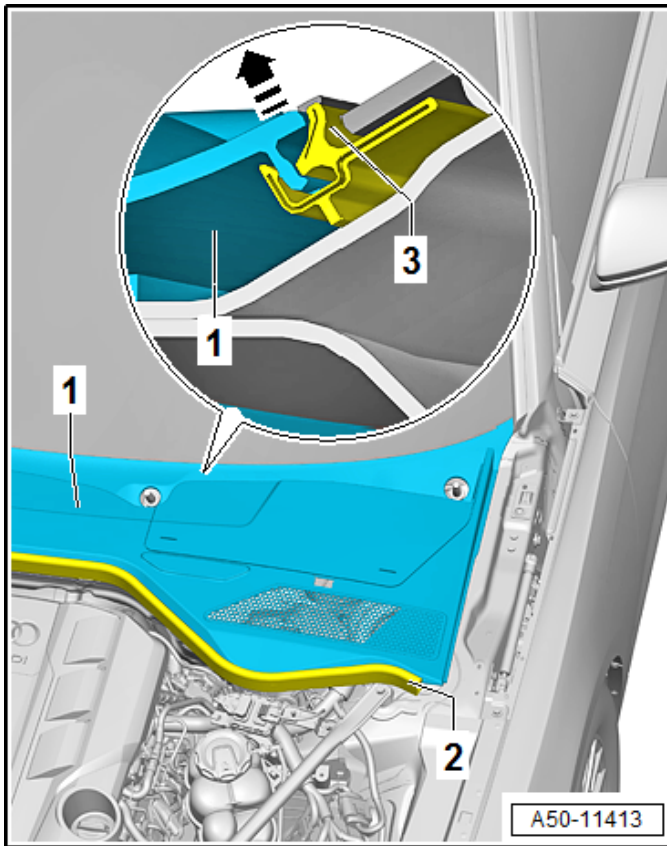
Vehicles with integrated washer nozzles:

- Push the washer fluid hoses <3> slightly to the side.
- Using a screwdriver, pry the cap <arrow> out of the windshield wiper arm <1>.
- Remove the nut <2>.



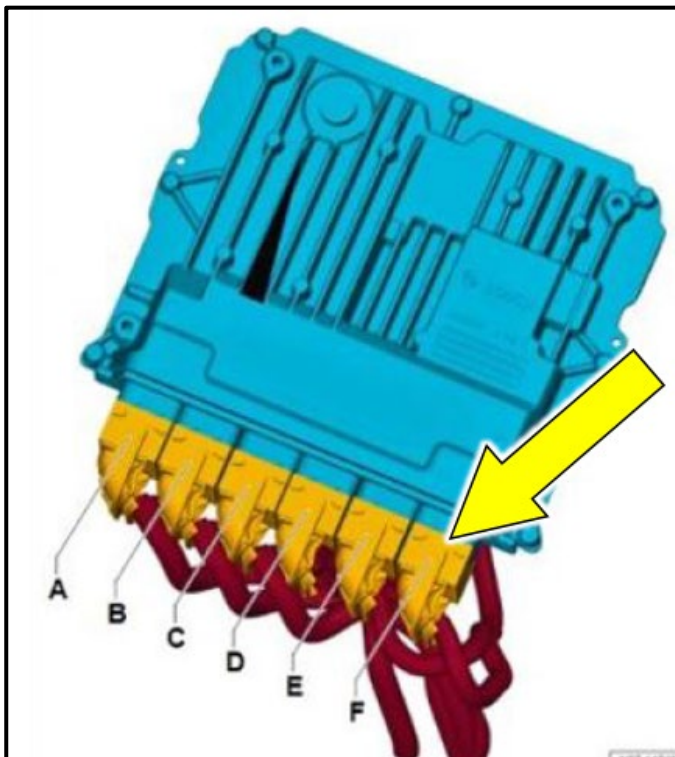
Removing wiper arms (cont. for all vehicles):

- Position the hook <2> on the windshield wiper arm <1>.
- Position the -T40394- on the opposite side of the windshield wiper arm and latch the pivoting hook <3>.
- Push the locking ring <4> downward in direction of <arrow>.
- Turn the bolt <5> clockwise until the windshield wiper arm is removed from the windshield wiper axle.
- Remove the windshield wiper arms.



Remove plenum chamber cover:

- Remove gasket <2>.
- Coat the transition between the frame <3> and the plenum chamber cover <1> with soapy water.
- Remove the plenum chamber cover from the window edge vertically upward starting from the frame on the windshield <arrow>.



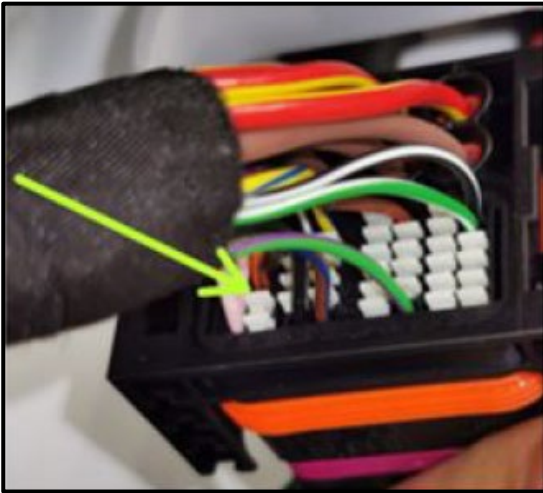
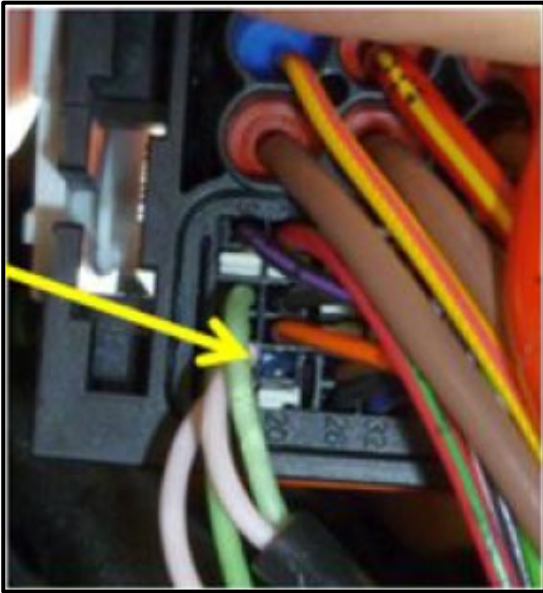
Inspect ECM and T56f connector:

- Turn off ignition.
- Disconnect T56f connector <arrow>.

NOTE

If the sealing pin was missing from position 19 (T56f/19), it's possible that moisture entered the ECM connector and caused corrosion.

- Check ECM pins and T56f connector for corrosion.
- If corrosion is found:
 - A new sealing pin must be installed in the T56f connector.
 - The ECM must be replaced.
 - Any corroded pins in the T56f connector must be replaced.
- If no corrosion is found:
 - A new sealing pin must be installed in the T56f connector.



Installing sealing pin:

- Remove connector lock and install new sealing pin into chamber 19 (T56f/19).
- Reinstall connector lock.
- Reconnect T56f connector to ECM.

Reassemble vehicle:

- Reassembly is the reverse order of removal.
- When installing plenum chamber cover, DO NOT strike cover with fist or other tools. Doing so could break the windshield.
- Reference previously made tape reference when installing the wiper arms.
- Pay attention to the different lengths of the wiper blades for the driver and front passenger side.
- Torque wiper arm nuts to 32 Nm.

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.