

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 contact Warranty



Audi

Customer Satisfaction Campaign

Code: 37G6

Subject: 2011 Model Year A8

REVISION

ECM/TCM Software/Sunroof Wind Deflector

March 09, 2012

Revision Summary

Parts Information and Allocation information updated.

Problem Description

This action is to help address the following customer satisfaction issues;

- **CRITERIA 01:** Some customers have expressed dissatisfaction with the shift quality of the transmission in their vehicle while moving from a stop, between gears, or at low speeds.
- **CRITERIA 02:** On some vehicles, there may be an issue with the sunroof wind deflector that can cause the sunroof to be noisy while driving, or in some cases it may not close.

Corrective Action

- **CRITERIA 01:** A software update for the ECM and TCM will be performed to help improve transmission shift quality.
- **CRITERIA 02:** A kit containing new wind deflector springs and mounting hardware will be installed to address/prevent the sunroof wind deflector issues.

VIN Ranges & Production Dates

NOTE:

- *ElsaWeb is the only valid campaign inquiry/verification source. Check ElsaWeb on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".*
- *If this repair appears to have already been performed on the vehicle but the code still shows open in ElsaWeb, contact Warranty before proceeding further. Another dealer may have recently performed this repair but not yet entered a claim for it in the system.*
- *ElsaWeb may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this campaign.*
- *Contact Warranty if you have any questions.*

U.S.A.

2011 A8

WAU_VAFD_BN000559 – WAU_VAFD_BN028395
Production date: 05/11/2010 – 06/27/2011

CANADA

2011 A8

WAU_VAFD_BN000655 – WAU_VAFD_BN027559
Production date: 05/19/2010 – 05/19/2011

NOTE: The VIN range is a general range of vehicles that may be included in the Campaign. Not every vehicle within the VIN range may be included since it may depend on the production date, transmission or engine build date. Always verify ElsaWeb for campaign eligibility on a vehicle.

Allocation Report of Affected Vehicles

- On February 21, 2012, affected inventory vehicles will appear on dealer AIM reports with code **37G6**. Dealers should check their AIM report to see if they have any in-stock vehicles affected by this action.
- To help ensure customers do not experience the issues that this customer satisfaction campaign is designed to address, please keep any affected vehicle in a secure area where it cannot be made available for sale, lease, trade or demo use until repairs have been performed.

Parts Information and Allocation

Parts allocation took place prior to customer notification. Please note that parts are on block. If you have exhausted your allocated parts they can be ordered by VIN only by contacting the Parts Special Services Team at vwoaspecialservices@vw.com.

Owner Notification Mailing

Customer notification will take place on or about February 21, 2012. Sample copies of the owner letter(s) are included for your reference.

Service Action Expiration Date

This action expires on February 28, 2015. Vehicles inspected/repaired under this action must have this service completed on or before February 28, 2015 to be eligible for payment. **Inspections/repairs performed after February 28, 2015 will not be eligible for payment.** Dealers should keep this expiration date in mind when scheduling customers for this action.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb.** 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. **See SAGA claiming instructions on the next page.**

IMPORTANT! Vehicles may have more than one criteria applicable. Ensure ALL applicable criteria are completed and claimed.

Saga Claim Entry Procedure

Check ElsaWeb to determine whether the **37G6** campaign is open.

Service No.: 37G6
Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code **002**
Sold vehicle = 7 10
Unsold vehicle = 7 90

Accounting Instructions

Criteria 01 – Update ECM/TCM software level.

Repair operation: 3730 01 99 65 T.U.

-AND/IF APPLICABLE-

Criteria 02 – Inspect sunroof wind deflector. Updated parts present, no further work required.

Repair operation: 0183 00 99 5 T.U.

-OR-

Criteria 02 – Inspect and update sunroof wind deflector.

Repair operation: 6033 19 99 20 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	4H4 898 671A	Sunroof Wind Deflector Kit

Note: Vehicles may have more than one criteria, ensure to complete and claim all applicable criteria

There is NO reimbursement for Vehicle Wash or Loaner

If customer refused repairs

Fax the Repair Order to the warranty team at (248) 754-6533 (U.S) and (905) 428-4811 (CAN). Provide the VIN, applicable Service Number, Customer information, Dealer number and date.

Customer Letter Example (United States) Criteria 01 and 02 Transmission/Sunroof

<MONTH YEAR>
<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Customer Satisfaction Campaign 37G6/K3
ECM/TCM Software Programming and Sunroof Wind Deflector
2011 Model Year Audi A8**

Dear Audi Owner:

As you know, the Audi A8 is truly the ultimate execution of Audi engineering. In the context of our efforts to continuously improve our customer satisfaction, we have developed updates for your A8 that we would like to install. We are making this available to you to ensure that you continue to drive the very best in Audi product quality and performance. As a valued customer, your satisfaction is our utmost priority.

What Will Audi Do

Based on market-driven customer feedback, and in order to increase the satisfaction of your driving experience, we would like to offer the following quality updates to you free of charge:

- Some customers have expressed dissatisfaction with the shift quality of the transmission in their vehicle while moving from a stop, between gears, or at low speeds. A software update for the ECM and TCM will be performed to help improve transmission shift quality.
- There may be an issue with the sunroof wind deflector that can cause the sunroof to be noisy while driving, or in some cases it may not close. A kit containing new wind deflector springs and mounting hardware will be installed to address and prevent this issue.

What We Would Like You to Do

Please contact your authorized Audi dealer to schedule a repair appointment at your convenience. This work can also be performed in conjunction with your next scheduled maintenance service. The repairs will take about two hours, and will be performed at no cost to you. 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.

When scheduling this service at your authorized Audi dealer, please keep in mind that this customer satisfaction campaign will only be available until February 28, 2015. After that date, dealers will not be able to perform the work for you free of charge.

IMPORTANT!

Please note that if the ECM/TCM in your vehicle has been "chipped," "tuned," or otherwise modified from original factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the ECM/TCM to original factory specifications is NOT covered under this action.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, please 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.

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 (37G6/K3)
3800 Hamlin Road
Auburn Hills, MI 48326
1-866-892-2834*

We also invite you to visit our website at www.audiusa.com where you can check to see if this or any other action may be open on your vehicle.

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

Sincerely,

Audi Product Quality & Technical Service

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. ©2012 Audi of America LLC and Audi Canada. All Rights Reserved.

Customer Letter Example (United States) Criteria 01 Transmission

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Customer Satisfaction Campaign 37G6/K3
ECM/TCM Software Programming
2011 Model Year Audi A8**

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What is the Issue, and What will Audi Do?

Some customers have expressed dissatisfaction with the shift quality of the transmission in their vehicle while moving from a stop, between gears, or at low speeds. A software update for the ECM and TCM will be performed to help improve transmission shift quality. This update will be performed at no cost to you.

What We Would Like You to Do

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Customer Letter Example (CANADA) Criteria 01 and 02 Transmission/Sunroof

<MONTH YEAR>
<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Customer Satisfaction Campaign 37G6/K3
ECM/TCM Software Programming and Sunroof Wind Deflector
2011 Model Year Audi A8**

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Audi Canada
Attn: Customer Relations (37G6/K3)
P.O. Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-253-2834

We also invite you to visit our website at www.audi.ca where you can check to see if this or any other action may be open on your vehicle.

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Customer Letter Example (CANADA) Criteria 01 Transmission

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Customer Satisfaction Campaign 37G6/K3
ECM/TCM Software Programming
2011 Model Year Audi A8**

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If there are questions regarding the work procedure:

- U.S. dealers, contact Warranty
- Canadian dealers, open an ATA ticket using concern group “Compliance_Recall Assistance (C)”

Required Parts:

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	4H4 898 671A	Sunroof Wind Deflector Kit (Criteria 02)

Required Tools:



⇐ VAS6150A- Diagnostic Tool (or equivalent)

⚠ Note: Tool must be equipped with Audi Brand Version 19.34.00 or higher prior to performing this campaign

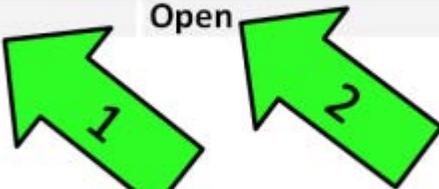


⇐ INC-940KIT – Midtronics Battery Charging Station (or equivalent)

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Work Procedure:

Applicable Criteria ID (s)	Campaign/Action Status
03	Open


EXAMPLE

Section A - Check for Previous Repair & Identify Applicable Criteria ID(s)

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

 Tip: On the date of repair, print this screen and keep a copy with the repair order

⇐ Ensure that the Status is “Open” <arrow 2>

⇐ Note the Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and corresponding parts associated

Continue to Section B

Section B – Perform Software Update (Criteria 01 Vehicles)

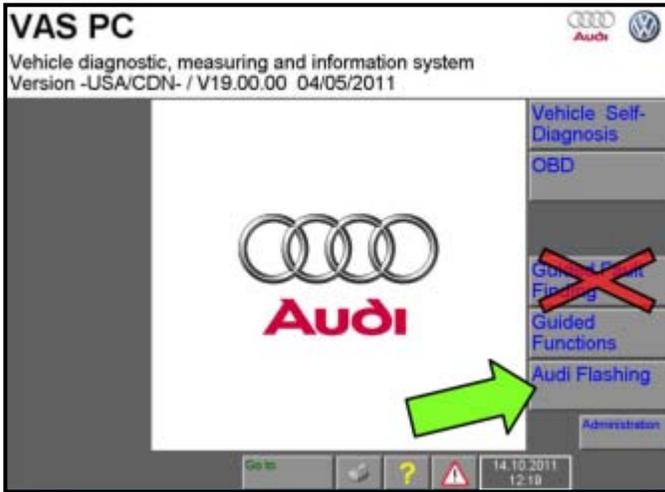
 Tip: Audi Brand Version 19.34.00 or higher must be installed on the VAS device prior to performing this procedure

 Tip: Ensure vehicle is NOT in transport mode

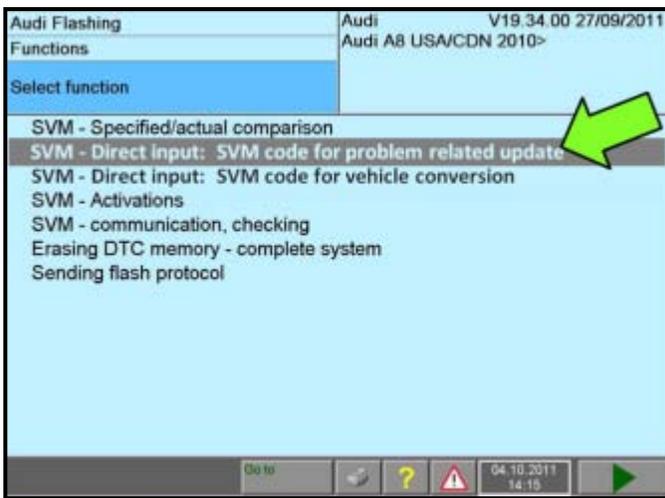
 Note: Audi Flashing must be used for performing SVM

 Tip: Ensure attached ECM/TCM Tuning Form has been completed and signed by customer

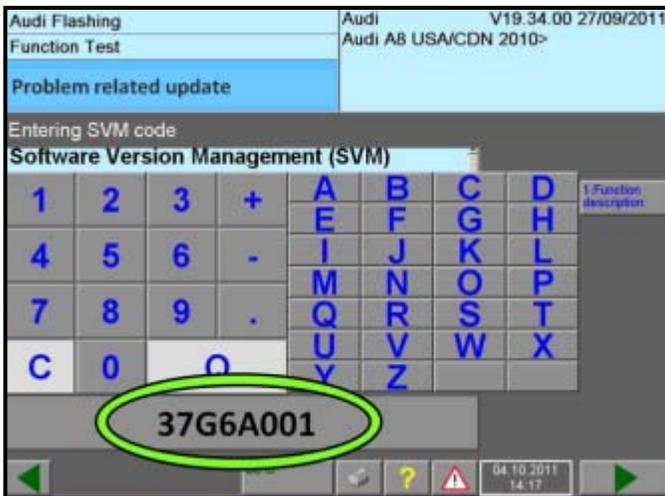
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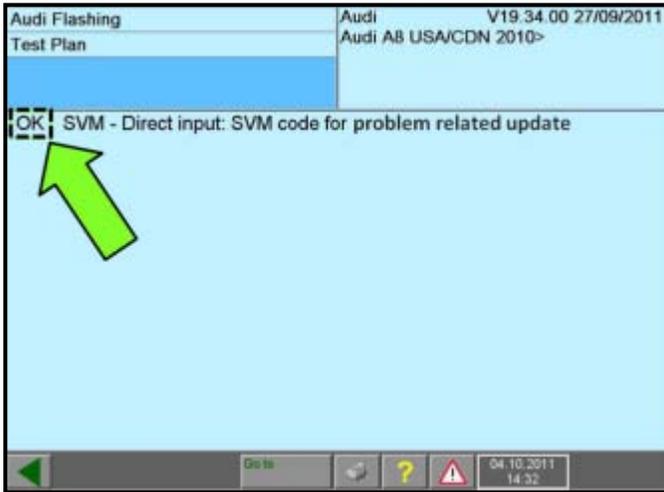
- Install INC-940 Battery charger (or equivalent) and turn the key on
- ⇐ Enter Audi Flashing <arrow>
- Select Audi, then select correct vehicle type, model year, version, engine code, and confirm the vehicle identification



- ⇐ Select “SVM – Direct input: SVM code for problem related update” <arrow>, then select the Forward arrow and follow on-screen prompts



- ⇐ When prompted, enter the SVM code **37G6A001** <circle> and follow the on-screen prompts



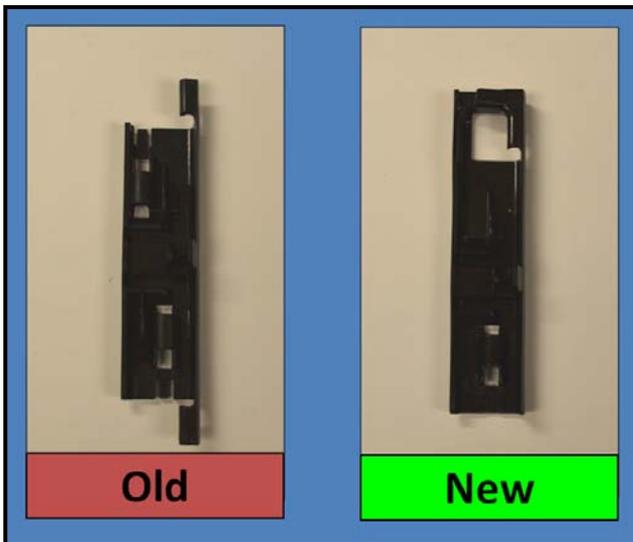
⇐ Follow on-screen prompts until “OK” <arrow> appears

- Exit Audi Flashing via the “Go to” button and follow the on-screen prompts
- Perform all instructions for vehicle STAND STILL ADAPTATION (See Appendix A)



Tip: Customer may experience harsh or erratic shifting if the Stand Still Adaptation (Appendix A) is not completed.

Continue to Section C if Criteria 02 is applicable, otherwise **WORK COMPLETE**



Section C – Install Sunroof Wind Deflector Kit (Criteria 02 Vehicles)



Tip: This procedure involves the installation of a newly designed wind deflector bearing <as pictured>



Note: Protect painted surfaces surrounding working areas on vehicle where necessary

⇐ Open sunroof

- ⇐ Inspect wind deflector bearing <arrow> on both sides of sunroof:
- If wind deflector bearings <arrow> are the **NEW** style (see previous picture), **WORK COMPLETE**
 - If wind deflector bearings

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<arrow> are the **OLD** style
(see previous picture),
CONTINUE WORK
PROCEDURE



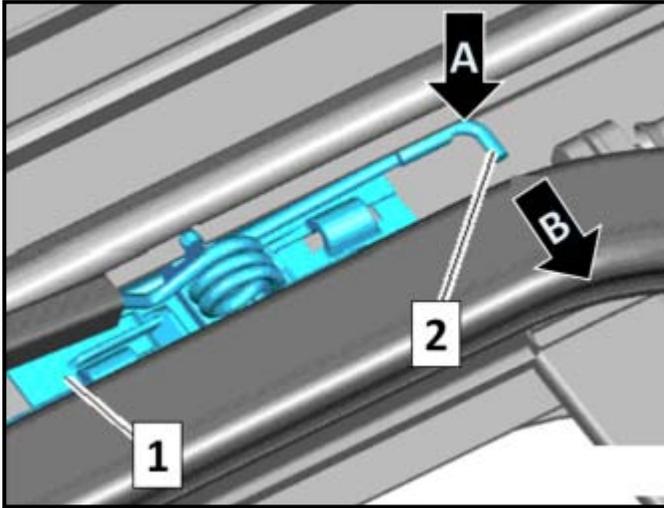
⇐ Partially remove sunroof seal
<arrow> to allow access to wind
deflector screws



⇐ Remove and discard the four screws
<arrows>



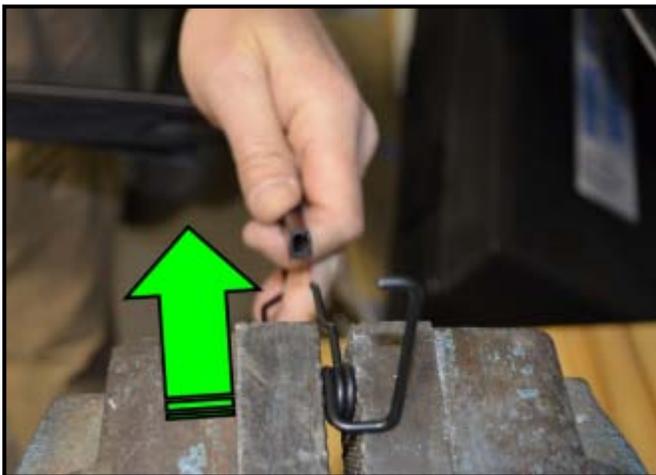
⇐ Remove the lower portion of the wind
deflector from the drain channel by
rolling it rearward and upward in
<direction of arrow>



⇐ Push the spring <2> downward <arrow A>, then push it toward the center of the vehicle <arrow B> and detach it

⇐ Remove the wind deflector bearing <1> upward out of the groove and discard old bearing

- Repeat on opposite side



⇐ Clamp the spring in a vise or similar device and pull <in direction of arrow> to remove the old spring from the wind deflector

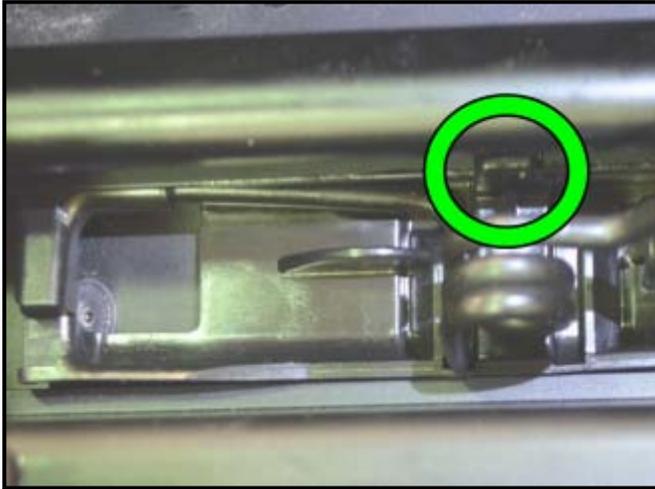
- Discard old spring
- Repeat on opposite side



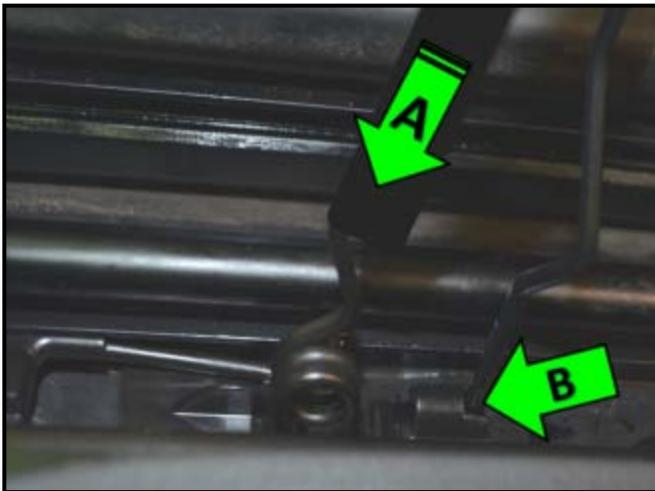
 Tip: The next steps are much easier with the aid of a second technician

⇐ On both sides, install new springs from parts kit (4H4 898 671A) onto wind deflector, then insert new bearings from the kit onto spring <as shown>

- Insert the bearing/wind deflector assemblies into the channel



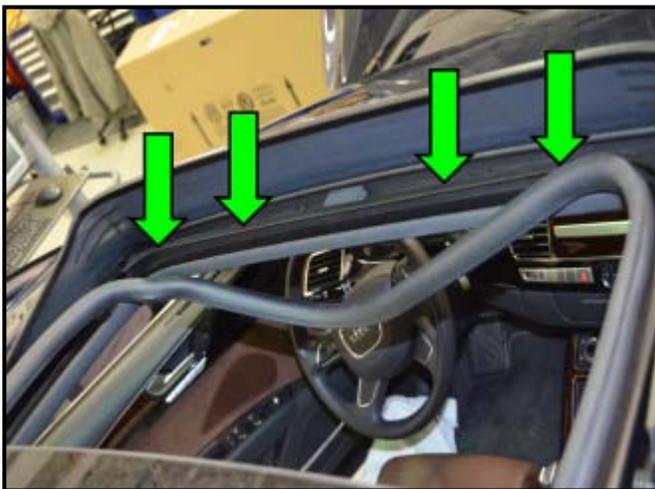
⇐ Ensure the tab on each bearing is affixed properly into its slot in the channel as shown <circle>



⇐ Push each upper wind deflector frame downward <in direction of arrow A> to fully seat the wind deflector onto the springs

⚠ Note: The wind deflector frame must be fully seated onto the springs so that it will close properly when the sunroof is operated. Failure to fully seat the frame correctly onto the springs will cause damage to the sunroof and wind deflector screen when the sunroof is operated.

⇐ Insert each lower wind deflector frame support wire into the bearing as shown <arrow B>



⇐ Lower the wind deflector down into the rain channel and insert four new screws <arrows> from parts kit (4H4 898 671A) and torque to 1Nm



- ⇐ Inspect for any wrinkles such as shown <circle> and smooth out any wrinkles that may be present



- ⇐ Reinstall the seal <arrow> and push downward on wind deflector to ensure that it will retract into the rain channel when the sunroof is operated

⚠ Note: The wind deflector frame must be fully seated onto the springs so that it will close properly when the sunroof is operated. Failure to fully seat the frame correctly onto the springs will cause damage to the sunroof and wind deflector screen when the sunroof is operated.

- Operate and then close sunroof to ensure proper operation of wind deflector

WORK COMPLETE

Parts Return/Disposal

Properly destroy and dispose of removed parts in accordance with all state/local requirements once the parts are listed on the Parts Destruction and Core Disposition report, unless otherwise indicated and/or requested for return.

ALL WORK IS COMPLETE

Appendix A: Standstill Adaptation – 8 Speed Tiptronic

A: Vehicle / Transmission Conditions

- 1) The transmission software must support this function.
- 2) The ATF temperature must be above 50°C and below 95°C. (Measure Value Block: Transmission fluid temperature)
- 3) Standstill adaptation is performed on a stationary vehicle. Speed = 0mph!
- 4) The EPB (Electronic Parking Brake) must be applied.
- 5) Driver depresses the brake pedal during the entire process.
(By slightly releasing the brake, the adaptation process will be aborted – see part C: below)

B: Procedure

- 1) Connect VAS-Tester to diagnostic port
- 2) Select Vehicle Self Diagnosis => On Board Diagnosis => 02 Transmission

- ▶ - 006 Basic Settings Figure 01
- Fast Adaptation Figure 02
- ▶ - Select 3 Measured Values Figure 03
 - ✓ Engine Speed Figure 04
 - ✓ Fast Adaption cancellation condition Figure 05
 - ✓ Transmission Fluid Temperature
- ▶ - Forward arrow 3 times

- 3) Set Parking Brake, Hold foot brake and Move shifter from position P to D
- 4) Start Standstill adaptation by pressing the – Start- button

 Note: During the adaptation process, the engine speed increases to 1200rpm and it comes with varying degrees of jerks in the drive train. These are normal and intentional.
To prevent vehicle from moving, Please do not remove foot from brake pedal!

- 5) At the end of a complete adaptation run (approx. 5 min), the engine returns to idle speed, approx. 800 rpm.
- 6) The process can be restarted or terminated.

 Note: The test can be completed as often as desired. Each time the adaptation is performed the previous learned values will be deleted.

7) At the end of the procedure, return the shifter to position P, then the brake pedal can be released.

C: Disturbance or interruption of the adaptation function

If the aforementioned conditions in A: 2-5 are no longer being met, the Standstill Adaptation process will be terminated and the reason for termination will be noted under – Values- (see Figure 6)

- ▶ If this occurs, press the – Stop – button and once again establish the required conditions.
- ▶ Then the function can be restarted by pressing the –Start- button.

Figure 1: Basic Settings

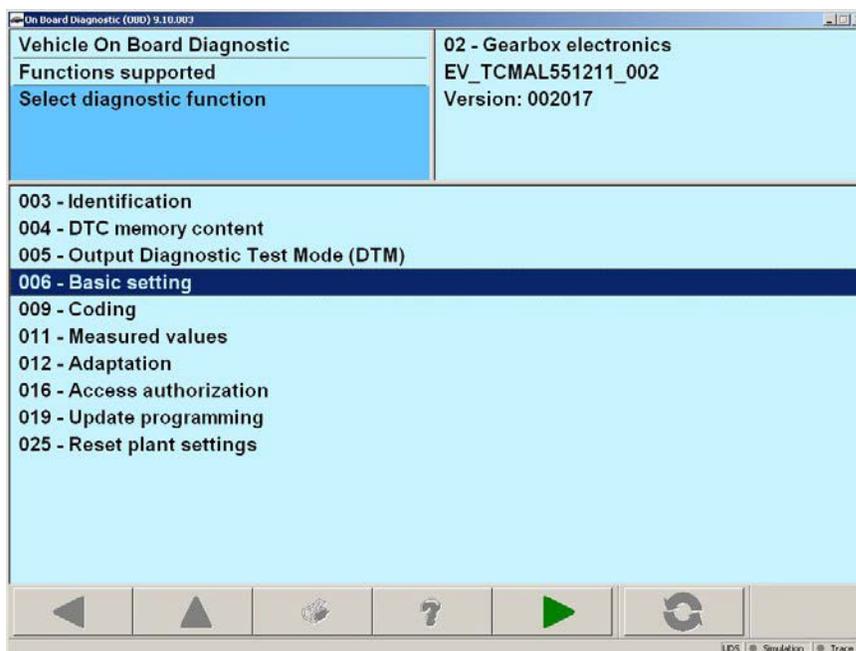


Figure 2: Fast Adaptation

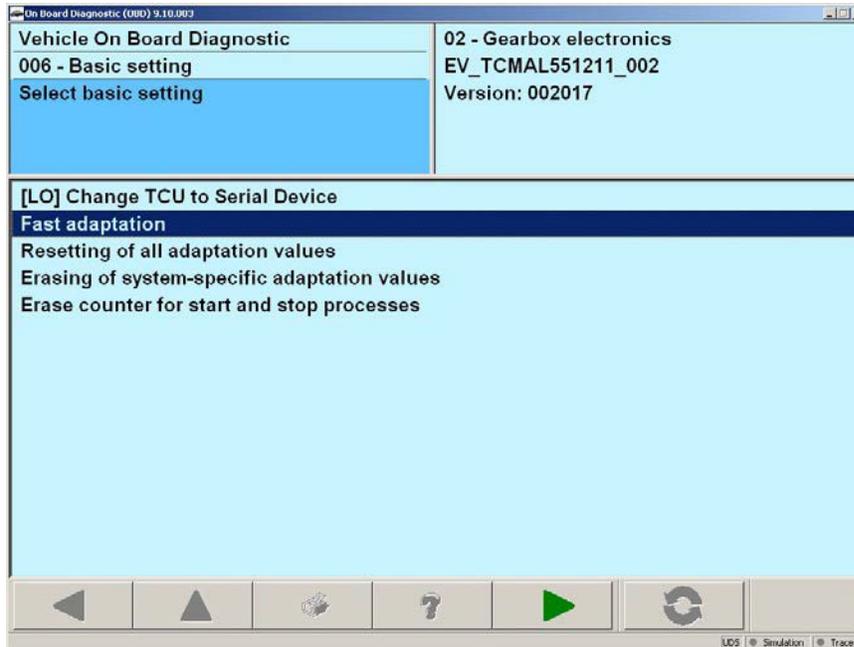


Figure 3: Select Measure Values

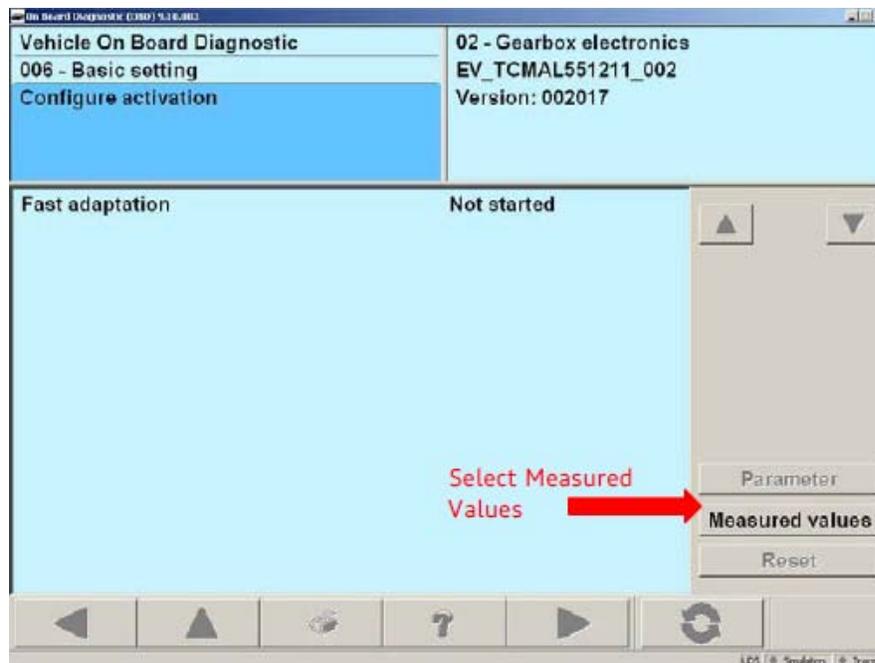
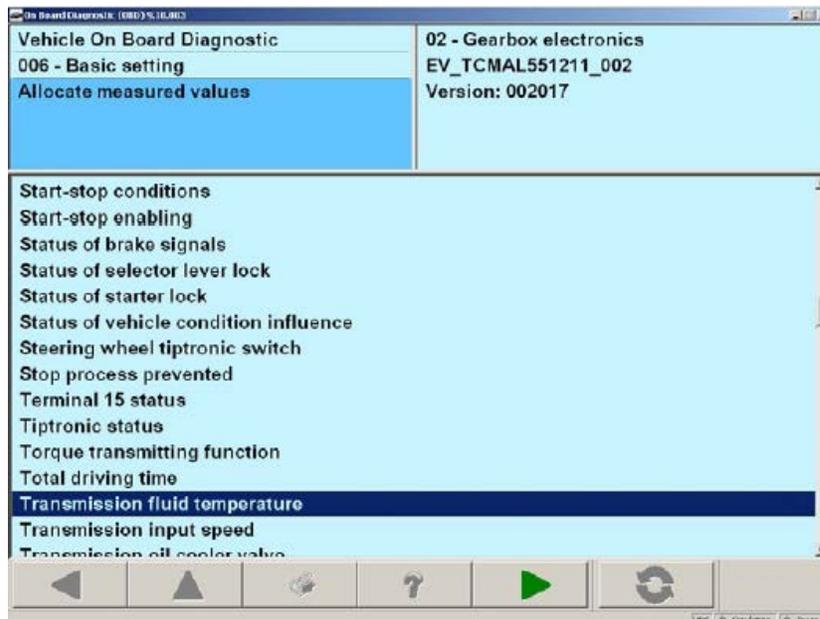
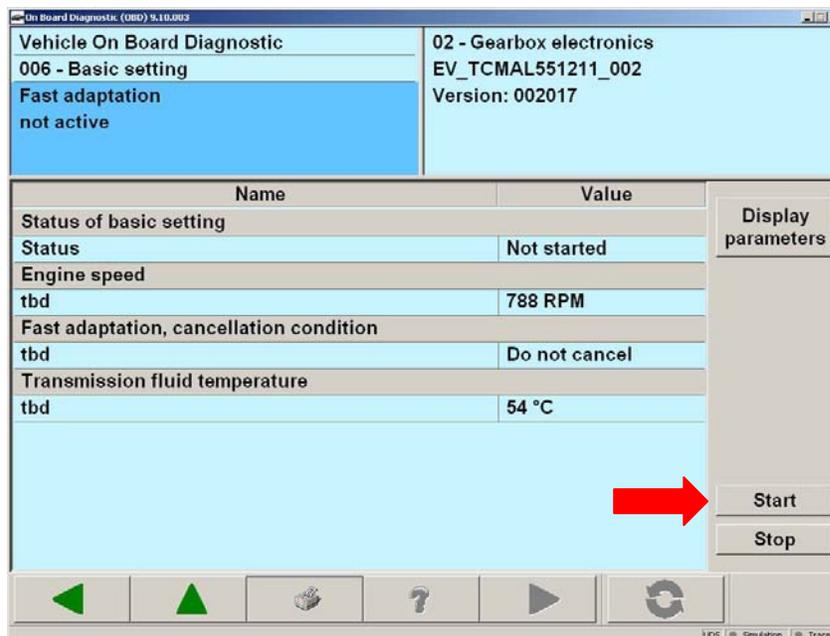


Figure 4: Choose 3 items: Engine Speed, Fast Adaptation Cancellation Condition and Transmission Fluid Temperature

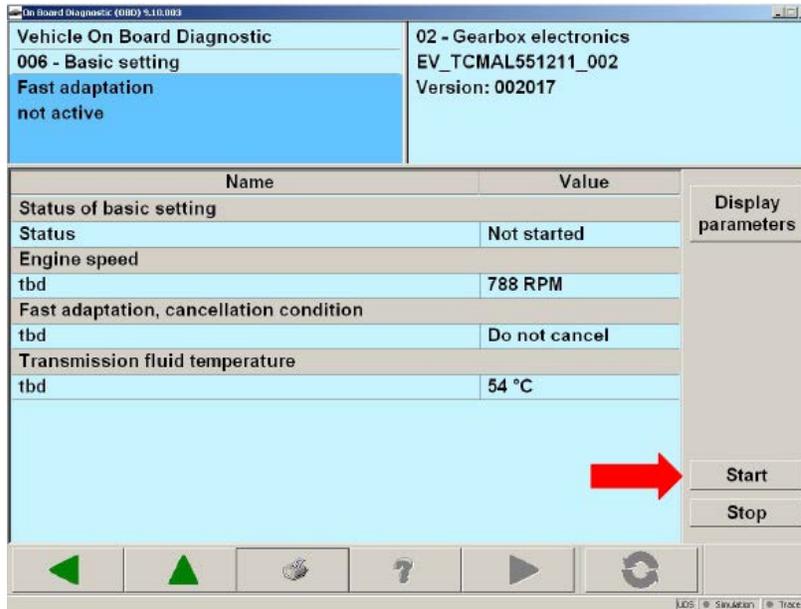


- ▶ At this point the EPB must be applied, the brake pedal applied and the gear selector placed into drive position.
- ▶ After above conditions are met hit start button (arrow below).



! Note: After test starts continue to hold brake pedal. If any conditions are not met, i.e. over temp or RPM too low, they will show the results in the Value box.

Figure 6: Start Fast Adaptation



- ▶ Once the adaptation is complete, the RPM will drop to idle and Basic Setting ended message will be displayed (arrow).