

# Emissions Recall

## Code: 37M3



**Subject** Undisclosed Transmission Control Module (TCM) Software

**Release Date** July 19, 2019

**Affected Vehicles**

Country	Model Year(s)	Vehicle	Vehicle Count
USA	2018	S7	1
USA	2016	A3 CABRIOLET	3
USA	2015-2016	S3 SEDAN	7
USA	2016	A3 SEDAN	8
USA	2016-2017	TT COUPE	2
USA	2018	A4 SEDAN	2
USA	2018	A5 COUPE	1
USA	2018	A5 SPORTBACK	7
USA	2014	TT COUPE GEN 2	1
USA	2017	Q7	9
USA	2018	S6	1
USA	2013	A8	1
USA	2013	S8	1
USA	2018	S5 CABRIOLET	2
USA	2013-2015	Q7	2
CAN	2017	Q7	3
CAN	2016	A3 CABRIOLET	2
CAN	2016	TT COUPE	1
CAN	2018	A5 SPORTBACK	2

**\*Counts reflect overall recall population; some vehicles may have already been repaired. 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.**

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** Certain transmission software calibrations that were either undisclosed or intended for the European market have been built into Audi vehicles without disclosure. Because of this, affected vehicles may not pass an emissions inspection.

**Corrective Action** Update transmission control module software.

**Parts Information** Software update only; no parts needed.

<b>Code Visibility</b>	<p>On or about July 19, 2019, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.accessaudi.com">www.accessaudi.com</a> &amp; OMD Web). A list will not be posted for dealers who do not have any affected vehicles.</p> <p>On or about July 19, 2019, this campaign code will show open on affected vehicles in Elsa.</p> <p>On or about July 19, 2019, affected vehicles will be identified with this campaign code in the VIN Lookup tool at <a href="http://www.audiusa.com">www.audiusa.com</a>.</p>
<b>Owner Notification</b>	<p>Owner notification will take place in July 2019. Owner letter examples are included in this bulletin for your reference.</p>
<b>Emissions Campaigns Requirements (CALIFORNIA ONLY)</b>	<p>The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. When campaign work is done you must provide the owner with a signed "Vehicle Emission Recall – Proof of Correction" certificate (RC EMISCAVWU). Order certificates online via the Compliance Label Ordering portal at <a href="http://www.accessaudi.com">www.accessaudi.com</a>.</p>
<b>Additional Information</b>	<p><b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b></p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p> <p>Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. <i>Labels can be ordered at no cost via the Compliance Label Ordering portal at <a href="http://www.accessaudi.com">www.accessaudi.com</a>.</i></p>

### Claim Entry Instructions

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.

<b>Service Number</b>	37M3
<b>Damage Code</b>	0099
<b>Parts Vendor Code</b>	002
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90
<b>Causal Indicator</b>	Mark labor as causal
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action
<b>Criteria I.D.</b>	01
	Connect battery charger. Labor operation: 2706 89 50 10 T.U. -AND- Connect vehicle diagnostic tester, perform software update for transmission control module. Labor operation: 3730 25 99 Time stated on diagnostic protocol

## Customer Letter Example (United States)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Emissions Recall 37M3 - Undisclosed Transmission Control Module (TCM) Software  
Certain 2015-2018 Model Year Audi Vehicles Equipped with a Gasoline Engine**

Dear Audi Owner,

In cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions recall on certain 2015-2018 model year Audi vehicles equipped with a gasoline engine. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Certain transmission software calibrations that were either undisclosed or intended for the European market have been built into Audi vehicles without disclosure. Because of this, affected vehicles may not pass an emissions inspection.

**What will we do?** Your authorized Audi dealer will update the transmission control module software. This work will take less than one hour 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.

### IMPORTANT!

**Please note that if the 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 TCM to original factory specifications is NOT covered under this action.**

**What should you do?** In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service. For your convenience, you can also visit [www.audiusa.com](http://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, please 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.

**Important information for California Vehicle Owners – California Regulations** California regulations require that this campaign be completed prior to the time you renew your vehicle registration. Therefore, **please make sure that this campaign is completed prior to the renewal of your vehicle registration**, and that you furnish proof of completion to the Department of Motor Vehicles (DMV) in the form of a copy of the dealer's repair order, including a signed “Proof of Correction” certificate. You obtain this from your dealer after the campaign has been completed. Please retain the signed “Proof of Correction Certificate” with your vehicle records. **DO NOT MAIL THIS FORM to the DMV, unless requested.**

**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](http://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](http://www.audiusa.com) and enter your Vehicle Identification Number (VIN).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Audi Customer Protection

## Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**Subject: Emissions Recall 37M3 - Undisclosed Transmission Control Module (TCM) Software  
Certain 2016-2018 Model Year Audi Vehicles Equipped with a Gasoline Engine**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the *Canadian Environmental Protection Act, 1999*. Audi has determined that a defect, which relates to a prescribed emission standard, exists in certain 2016-2018 model year Audi vehicles equipped with a gasoline engine. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Certain transmission software calibrations that were either undisclosed or intended for the European market have been built into Audi vehicles without disclosure. Because of this, affected vehicles may not pass an emissions inspection. It is undetermined whether there could be an impact to OBD or emissions. As a precautionary measure, Audi is proactively updating the software calibrations on affected vehicles.

**What will we do?** Your authorized Audi dealer will update the transmission control module software. This work will take less than one hour 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.

### IMPORTANT!

**Please note that if the 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 TCM to original factory specifications is NOT covered under this action.**

**What should you do?** In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service. On or about July 19, 2019 the necessary repair instructions and software will be available to your authorized Volkswagen dealer.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, please 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 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](http://www.audi.ca).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Audi Customer Protection

## NOTE

- 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.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.

## Required Tools



Battery Tester/Charger  
- GRX3000VAS-  
(or equivalent)



Diagnostic Tester  
-VAS6150X-  
(or equivalent)

## NOTE

The VAS6154 or VAS5055 are the preferred diagnostic heads. Using the VAS5054 may cause a SVM failure that could result in control module failure.

## Repair Instruction

### Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1
<b>EXAMPLE</b>	

- 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.

**Proceed to Section B.**

## Section B – Transmission Control Module Software Update

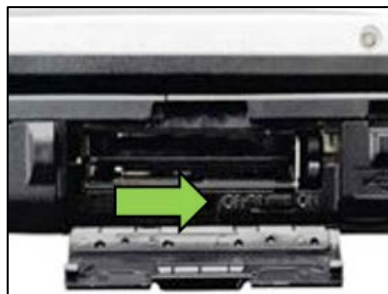
### NOTE

**Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;**

- ✓ **The ODIS software is completely up to date.**
  - Refer to the “Alerts” section on ServiceNet home page for the current ODIS version.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
  - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
  - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
  - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **Flash process through “Audi Flashing” not Guided Fault Finding (GFF).**
  - DO NOT USE Guided Fault Finding (GFF) to perform this flash. Damage caused to control modules while using GFF will not be covered.
- ✓ **If using a Bluetooth transmitter head, it is connected to the tester with a USB cable.**
  - Performing a software update using a Bluetooth connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth.
- ✓ **The Bluetooth function of the scan tool is physically switched off <see pictures below>.**



**VAS 6150 & VAS 6150A**  
(Front panel behind handle)



**VAS 6150B**  
(Right side behind WIRELESS door)



**VAS 6150C**  
(Left side behind SC/EX door)

## **WARNING**

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

## **TIP**

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2011732: *Software Version Management (SVM) Operating Instructions*.

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

- Open the hood.
- Access the battery charging posts.
- Switch the ignition on.
- Apply the parking brake.
- Switch off all consumers (headlights, heated seats, climate control, etc.).
- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery charging posts.

## **NOTE**

### **Vehicles with Battery Monitoring Control Module -J367- and/or an EFB Battery:**

When connecting the charger to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. DO NOT connect the ground cable directly to negative terminal of the battery.

- Turn the hazards on.

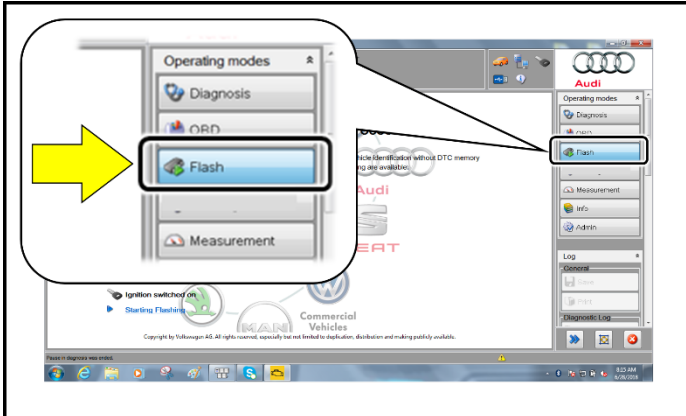
## **CAUTION**

The procedure may cancel itself if the hazard warning lights are not switched on. The hazard warning lights prevent the system from switching to bus sleep mode during the update.





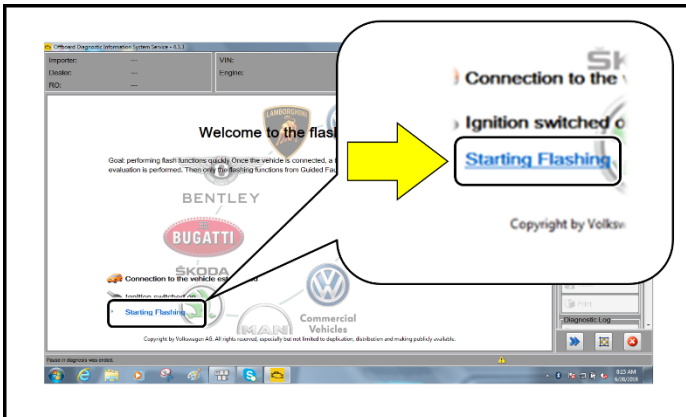
- Confirm that scan tool is communicating with the diagnostic head by USB cable.
  - If the Bluetooth or WiFi symbol is shown, then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.



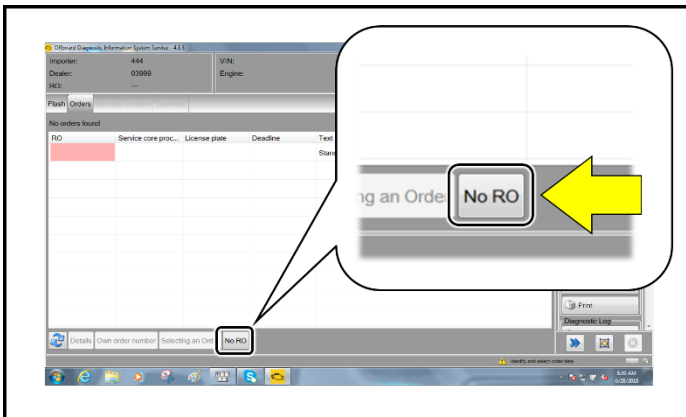
- From the home screen of the scan tool highlight “Flash” <1>.
- Follow the on-screen prompts.

**NOTE**

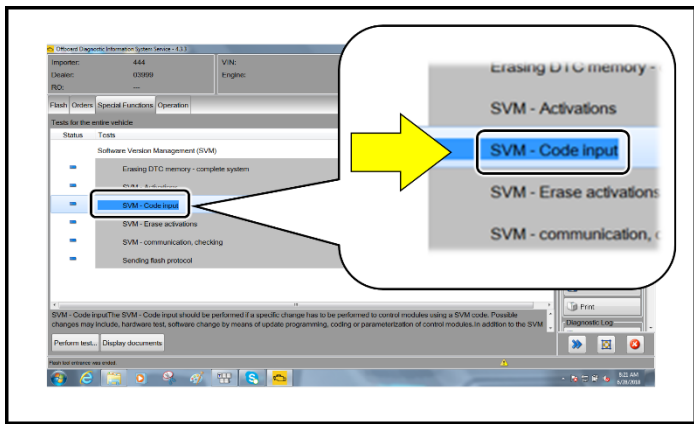
Operating mode “Flash” must be used. Performing this update using “Diagnosis” (Guided Fault Finding) could result in non-payment of the claim.



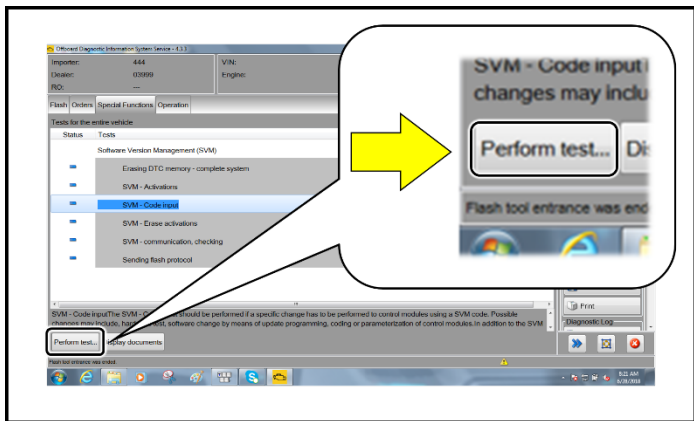
- Select “Starting Flashing” and follow the on-screen prompts.



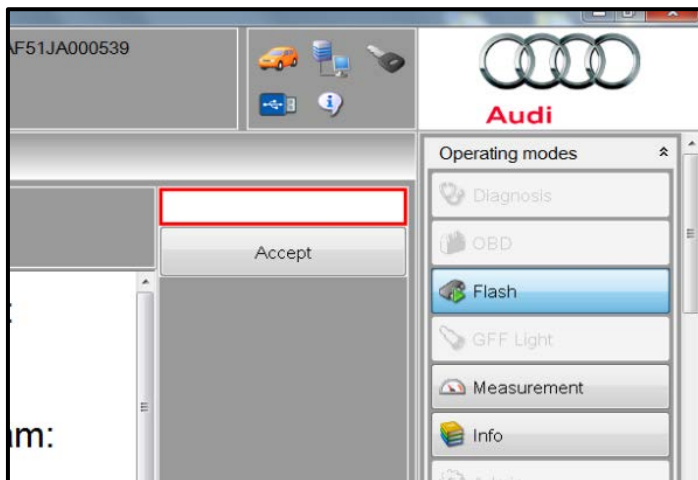
- Select “No RO”.



- Highlight “SVM – Code Input”.



- Select “Perform test”.



**NOTE**

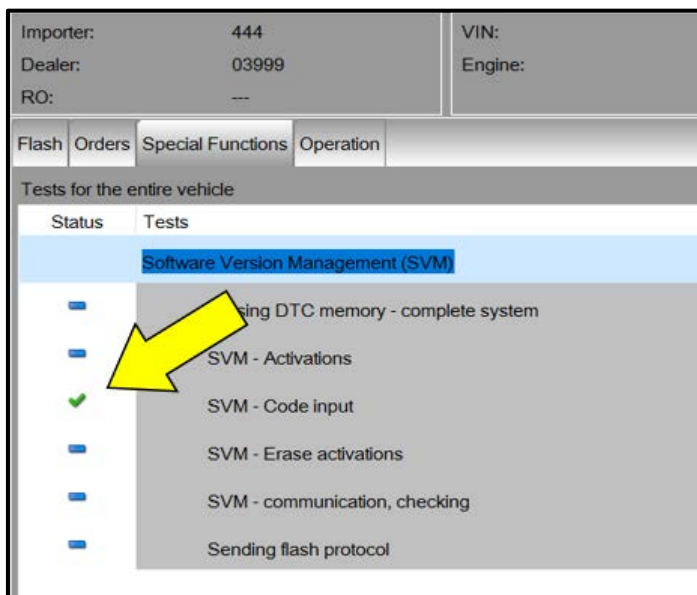
***Using Bluetooth for this action is PROHIBITED!***

Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM update process is not covered.

- Enter the corrective action code (SVM code) as listed below.

<b>SVM code</b>
<b>37M3A819</b>

- Select “Accept”.
- Follow the on-screen prompts.



## NOTE



This extra ignition cycle step must be followed, otherwise faults stored during the update may not be cleared upon exiting the Flash program.

- After receiving confirmation that the update completed successfully (green check mark) <arrow>, the ignition must be turned off for 60 seconds and then turned back on.

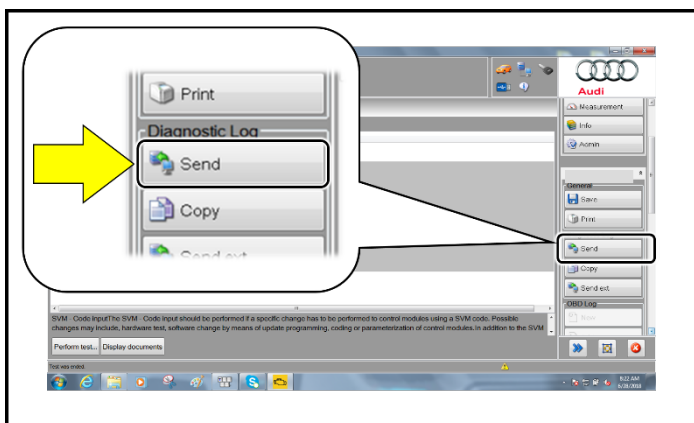
## NOTE

The update may fail if the following pre-requisites are not met:

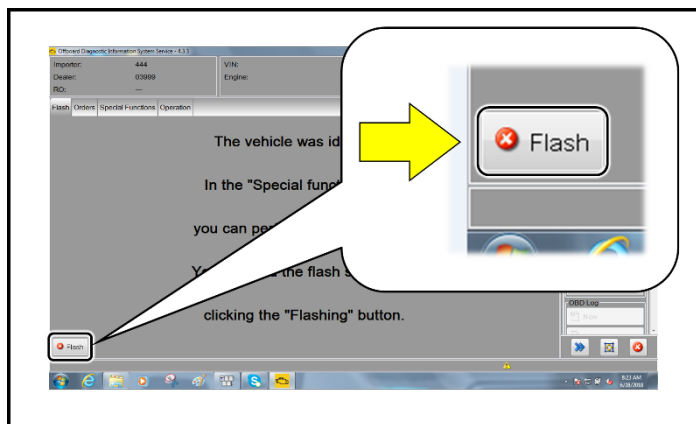
- Hazards not on during flash
- Battery voltage too low or insufficient charger used
- ODIS version too low
- Not using Audi Flash to perform the update
- Incorrect diagnostic head used

If the update fails and one of the above pre-requisites was not met:

- Use a different tester that has been freshly rebooted. Prior to retrying the update make sure that you have a charger attached and the battery voltage is at least 12.5V. ODIS must have the latest brand version. ONLY use VAS6154 or VAS5055 diagnostic heads. Hazard flashers turned on. Bluetooth turned off. Then reboot the "005F" module by removing and reinstalling the power supply fuses. Use Audi Flashing operating mode. Once the prerequisites are set, retry the update again.
- Additional time to complete the flash due to pre-requisites not being met will not be covered by this campaign.



- After receiving confirmation that the flash completed successfully, select "Send" to send the diagnostic protocol online.
- Follow the on-screen prompts.



- Click “Flash” to exit the flash session.
- **Proceed to Section C.**

## Section C – Campaign 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 (item# AUD4927ENG or AUD4927FRE).
- **Proceed to Section D**

## Section D – Campaign Completion Label

### Install Campaign Completion Label

- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.

#### TIP

Ensure Campaign Completion Label does not cover any existing label(s).

- **Proceed to Section E (California only).**

## Section E – California Only Requirements

### CALIFORNIA ONLY Requirements for Emissions Campaigns Having Customer Notification

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMIS\_CAL VW).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal at [www.accessaudi.com](http://www.accessaudi.com).

#### TIP

Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.