

# Emissions Service Action

## Code: 37K8



Audi

**REVISION**

<b>Subject</b>	Transmission Control Module (TCM)																																			
<b>Release Date</b>	June 10, 2020																																			
<b>REVISION SUMMARY</b>	<b>Updated claiming and parts information to add subframe crossbrace fasteners.</b>																																			
<b>Affected Vehicles</b>	<table border="1"> <thead> <tr> <th>Country</th> <th>Beginning Model Year</th> <th>Ending Model Year</th> <th>Vehicle</th> <th>Vehicle Count</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2015</td> <td>2015</td> <td>A3</td> <td>1</td> </tr> <tr> <td>USA</td> <td>2013</td> <td>2013</td> <td>RS5</td> <td>19</td> </tr> <tr> <td>USA</td> <td>2013</td> <td>2013</td> <td>S4</td> <td>7</td> </tr> <tr> <td>USA</td> <td>2013</td> <td>2013</td> <td>S5</td> <td>5</td> </tr> <tr> <td>USA</td> <td>2013</td> <td>2013</td> <td>S5 CABRIOLET</td> <td>1</td> </tr> <tr> <td>CAN</td> <td>2013</td> <td>2013</td> <td>RS5</td> <td>10</td> </tr> </tbody> </table> <p><i>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 <u>only</u> valid campaign inquiry &amp; verification source.</i></p> <ul style="list-style-type: none"> <li>✓ Campaign status must show "open."</li> <li>✓ 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.</li> </ul>	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2015	2015	A3	1	USA	2013	2013	RS5	19	USA	2013	2013	S4	7	USA	2013	2013	S5	5	USA	2013	2013	S5 CABRIOLET	1	CAN	2013	2013	RS5	10
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<b>Problem Description</b>	Transmission control module (TCM) software designed and certified for a similar model/model year was used in vehicles affected by this action. It is undetermined whether there could be an impact to emissions.																																			
<b>Corrective Action</b>	Update transmission control module (TCM) software - <u>OR</u> - install a new mechatronic unit.																																			
<b>Code Visibility</b>	On or about June 04, 2020, the campaign code was applied to affected vehicles.																																			
<b>Owner Notification</b>	Owner notification will take place in June 2020. Owner letter examples are included in this bulletin for your reference.																																			
<b>Emissions Campaigns Requirements (CALIFORNIA ONLY)</b>	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 EMISCAVWAWU). Order certificates online via the Compliance Label Ordering portal at <a href="http://www.accessaudi.com">www.accessaudi.com</a> .																																			
<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. Labels can be ordered at no cost via the Compliance Label Ordering portal at <a href="http://www.accessaudi.com">www.accessaudi.com</a>.</p>																																			

## Parts Information (Criteria 8K or 8T Only)

Part Number	Parts Control Type	Instructions
8K2-927-156-M -or- 8T0-927-156-F	<b>VIN to Order</b>	If parts are needed to support a vehicle repair: <ul style="list-style-type: none"> <li>US Dealers - use AVA</li> <li>CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order</li> </ul>
ALL OTHERS	<b>Free Order</b>	Parts will be managed by Free Order

<b>Initial Allocation:</b> <b>NO</b>	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.
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<b>Repair Projection Tool:</b> <b>(right click to open)</b>	
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
8K	1	8K2-927-156-M	Mechatronic	VIN to Order
8T	1	8T0-927-156-F	Mechatronic	VIN to Order
8K or 8T	1	0B5-315-105-TA	Oil pipe	Free Order
	1	0B5-315-105-TC	Oil pipe	
	1	0B5-321-371-F	Gasket	
	2	0B5-321-473	Oil pipe	
	1	0B5-325-330-A	Filter	
	1	0B5-325-571	Sleeve	
	up to 7	G -052-529-A2	Gear oil	
	1	N -013-827-5	Washer	
	6	N -104-057-02	Torx screw	
	2	N -906-660-03	Seal ring	
	15	N -910-968-01	Bolt	
	1	WHT-003-379	Seal ring	
	1	WHT-005-379	Seal ring	
	1	WHT-005-499-A	Seal ring	
	2	WHT-005-372	Bolt	
4	N -911-511-01	Bolt		
4	WHT-002-305	Nut		

**NOTE**

The specified part numbers reflect the status at the start of this service 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

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>	37K8		
<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 or 02		
	Perform transmission control module software update		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	2706 89 50	10	Connect battery charger
	3730 25 99	Time stated on diagnostic protocol	Update TCM software
<b>Criteria I.D.</b>	8K or 8T		
	Replace mechatronic and perform basic settings		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	3511 19 99	250	Replace mechatronic
	3511 25 99	Time stated on diagnostic protocol	Perform mechatronic basic settings
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	8K2927156M	Mechatronic (criteria 8K)
	-OR-		
	1.00	8T0927156F	Mechatronic (criteria 8T)
	<i>Add for either criteria 8K or 8T:</i>		
	1.00	0B5315105TA	Oil pipe
	1.00	0B5315105TC	Oil pipe

**Continued on next page**

	1.00	0B5321371F	Gasket
	2.00	0B5321473	Oil pipe
	1.00	0B5325330A	Filter
	1.00	0B5325571	Sleeve
	up to 7.00	G 052529A2	Gear oil
	1.00	N 0138275	Washer
	6.00	N 10405702	Torx screw
	2.00	N 90666003	Seal ring
	15.00	N 91096801	Bolt
	4.00	N 91151101	Bolt
	4.00	WHT002305	Nut
	1.00	WHT003379	Seal ring
	2.00	WHT005372	Bolt
	1.00	WHT005379	Seal ring
	1.00	WHT005499A	Seal ring

## 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>

**Subject: Emissions Service Action 37K8 – Transmission Control Module (TCM)**

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 service action on certain 2013-2015 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Transmission control module (TCM) software designed and certified for a similar model/model year was used in vehicles affected by this action. It is undetermined whether there could be an impact to emissions.

**What will we do?** This service action will be performed for you free of charge. Your authorized Audi dealer will either update the TCM software in your vehicle, or replace the mechatronic unit.

- The software update will take about an hour to complete.
- If your vehicle requires a mechatronic unit replacement, your dealer will need to order the part. Once the part is on hand, the repair will take about three hours to complete.

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:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Subject: Emissions Service Action 37K8 – Transmission Control Module (TCM)**

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 2013 model year Audi RS5 vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Transmission control module (TCM) software designed and certified for a similar model/model year was used in vehicles affected by this action. It is undetermined whether there could be an impact to emissions.

**What will we do?** This service action will be performed for you free of charge. Your authorized Audi dealer will either update the TCM software in your vehicle, or replace the mechatronic unit.

- The software update will take about an hour to complete.
- If your vehicle requires a mechatronic unit replacement, your dealer will need to order the part. Once the part is on hand, the repair will take about three hours to complete.

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 June 04, 2020 the necessary repair instructions and parts will be available to your authorized Audi 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.

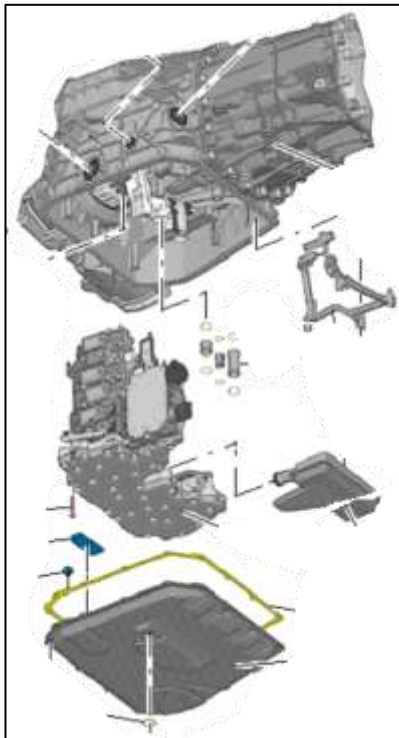
**Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our “Contact Audi Canada” page at [www.audi.ca](http://www.audi.ca).

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

## Repair Overview



- Update mechatronic (TCM) software or replace mechatronic.

### 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



Battery Tester/Charger  
- GRX3000VAS-  
(or equivalent)



Diagnostic Tester  
-VAS6150X/VAS6160X-  
(or equivalent)

## Repair Instruction

### Section A - Check for Previous Repair

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

**EXAMPLE**

Campaign/Action	Start	Designation
← <b>3</b>	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! 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.**

**Vehicles with Criteria 01 or 02, Proceed to Section B.**

**Vehicles with Criteria 8K or 8T, Proceed to Section C.**



## 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. Using GFF will cause the flash to take longer. Requests for additional time will not be considered.
- ✓ **The VAS Diagnostics Interface MUST ONLY be connected to the tester with a USB cable.**
  - Performing a software update using a Bluetooth or WiFi 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 or WiFi.

### 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.

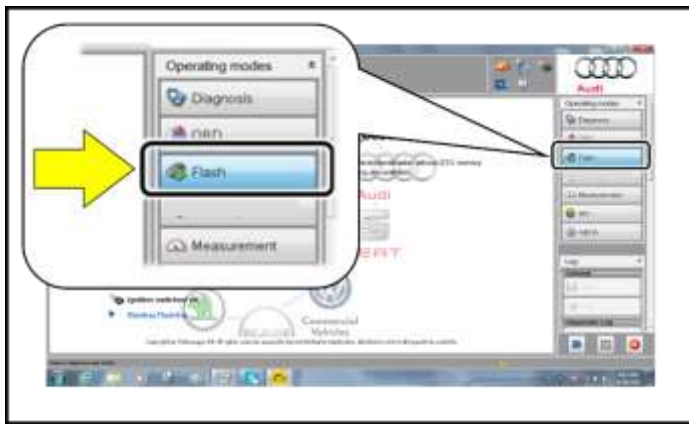
- Turn the hazards on.

**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.

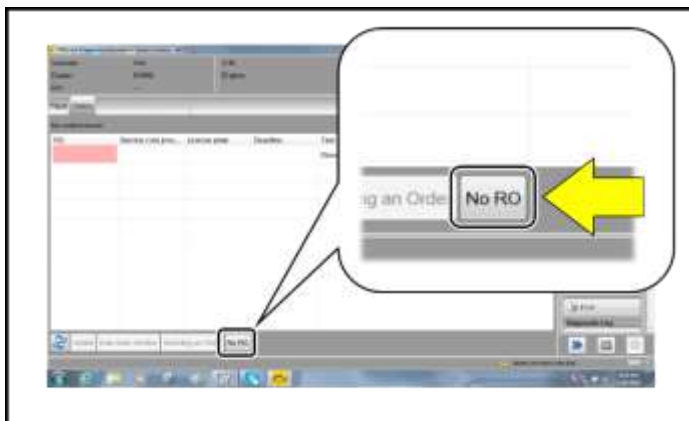


- From the home screen of the scan tool highlight “Flash” <1>.
- Follow the on-screen prompts.

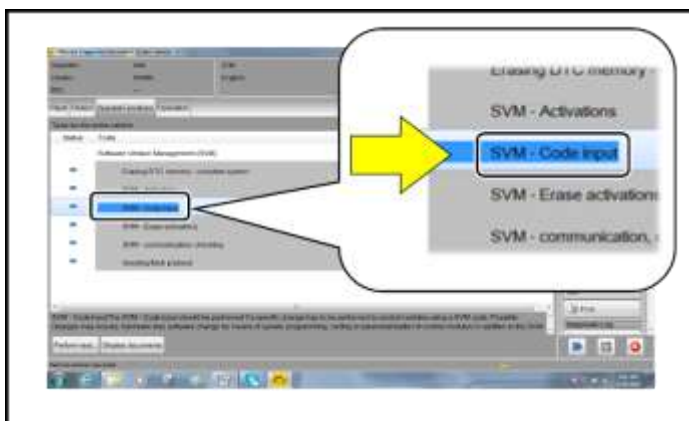
**! NOTE**  
 Operating mode “Flash” must be used. Performing this update using “Diagnosis” (Guided Fault Finding) could result in non-payment of the claim.



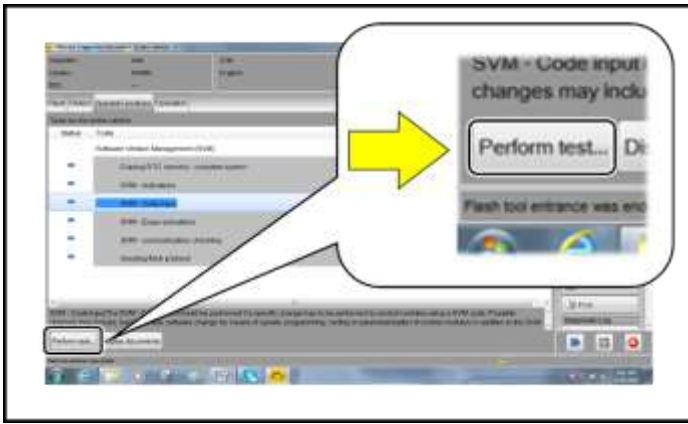
- Select “Starting Flashing” and follow the on-screen prompts.



- Select “No RO”.



- Highlight “SVM – Code Input”.



- Select "Perform test".

**NOTE**

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

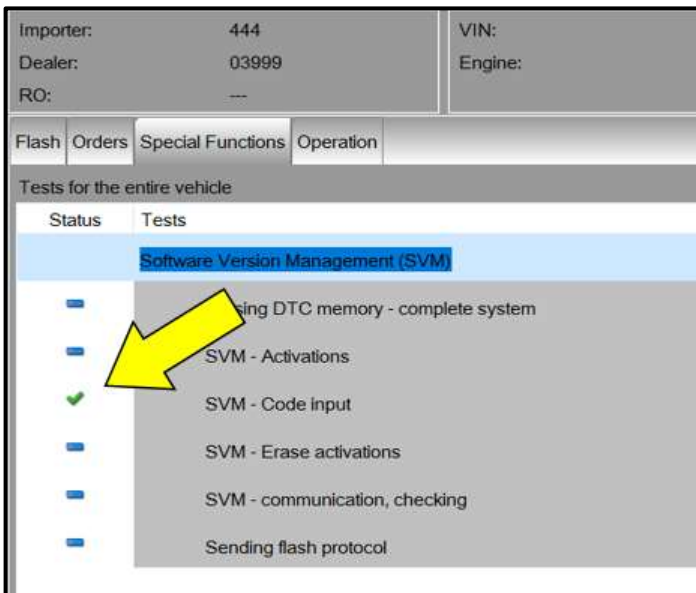
Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM update process is not covered.



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

<b>SVM code</b>
<b>37K8A848</b>

- Select "Accept".
- Follow the on-screen prompts.

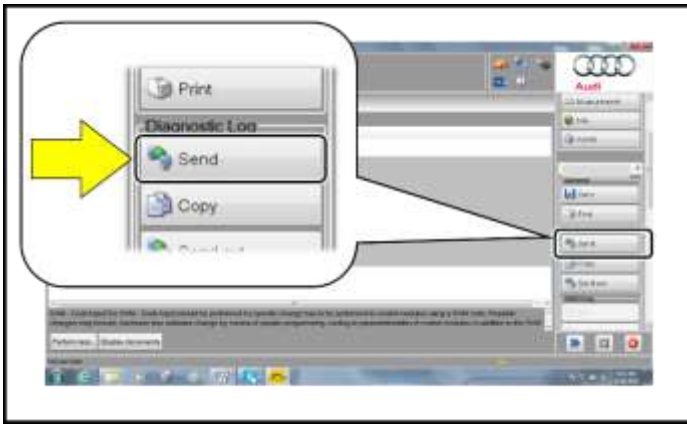


**NOTE**

**STOP STOP! STOP**

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.

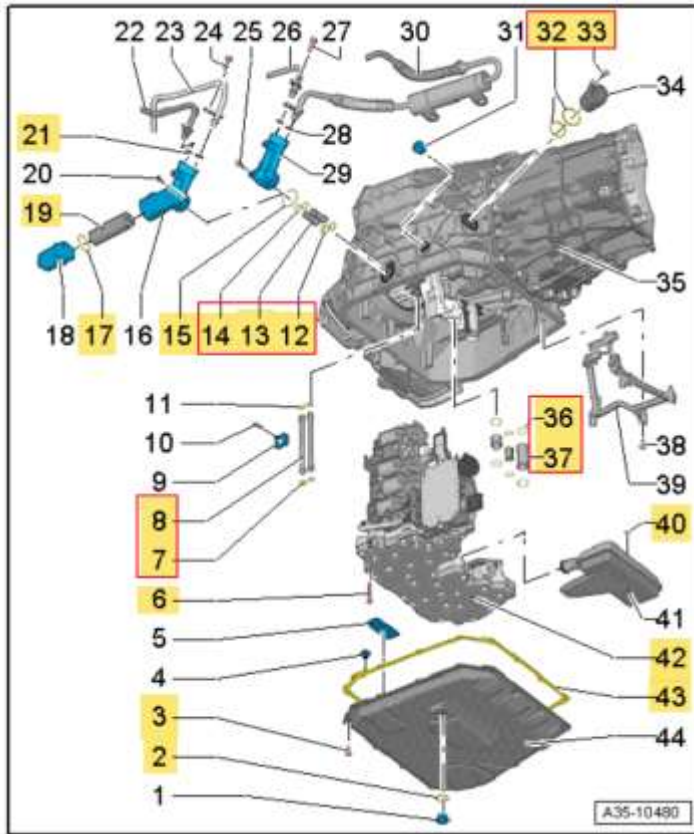


- After receiving confirmation that the flash completed successfully, select “Send” to send the diagnostic protocol online.
- Follow the on-screen prompts.



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

## Section C – Replacing Mechatronic



### **WARNING**

Refer to all warnings and cautions published in the ELSA Repair Manual.

- Replace mechatronic:
  - See ELSA Repair Manual: *Repair manual > Drivetrain > Servicing - 7-Speed Dual Clutch Transmission 0B5 (S tronic) > 34 Controls, Housing > Mechatronic > Mechatronic, Removing and Installing*
- Perform mechatronic basic settings using the ODIS Guided Functions test plan.

Proceed to Section D.

Position	Part Number	Quantity	Description
42:	8K2-927-156-M or 8T0-927-156-F	1	Mechatronic
36/37:	0B5-315-105-TA	1	Oil pipe
7/8:	0B5-315-105-TC	1	Oil pipe
43:	0B5-321-371-F	1	ATF pan gasket
12/13/14:	0B5-321-473	2	Oil pipe
19:	0B5-325-330-A	1	ATF filter
32/33:	0B5-325-571	1	Connector sleeve
n/a	G -052-529-A2	up to 7	ATF Fluid
2:	N -013-827-5	1	Drain plug seal
6:	N -104-057-02	6	Mechatronic bolt
21:	N -906-660-03	2	O-ring ATF line to filter housing
3:	N -910-968-01	15	ATF pan bolt
40:	WHT-003-379	1	ATF strainer o-ring
15:	WHT-005-379	1	O-ring - filter housing to transmission
17:	WHT-005-499-A	1	O-ring - filter cap
n/a	WHT-005-372	2	Subframe crossbrace bolt
n/a	N -911-511-01	4	Subframe crossbrace bolt
n/a	WHT-002-305	4	Subframe crossbrace nut

The repair 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. ©2020 Audi of America, Inc. and Audi Canada. All Rights Reserved.

## Section D – 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 E.**

## Section E – 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 F.**

## Section F – 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.