

# Service Action

## Code: 37M9



<b>Subject</b>	Exhaust Bracket																			
<b>Release Date</b>	February 04, 2021																			
<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>2021</td> <td>2021</td> <td>RS6 AVANT</td> <td>20</td> </tr> <tr> <td>USA</td> <td>2021</td> <td>2021</td> <td>RS7</td> <td>24</td> </tr> </tbody> </table>					Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2021	2021	RS6 AVANT	20	USA	2021	2021	RS7	24
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USA	2021	2021	RS6 AVANT	20																
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	<p>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.</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>																			
<b>Problem Description</b>	An irregularity in the transmission case casting may cause incorrect seating of the exhaust bracket connection. This can result in an uneven contact surface, and as a result the bolts for the exhaust system bracket can become loose.																			
<b>Corrective Action</b>	Install spacer washers to the exhaust bracket.																			
<b>Code Visibility</b>	On or about February 04, 2021, the campaign code will be applied to affected vehicles.																			
<b>Owner Notification</b>	Owner notification will take place in February 2021. Owner letter examples are included in this bulletin for your reference.																			
<b>Campaign Expiration Date</b>	This campaign expires on <b>December 31, 2023</b> . Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal costs associated with this repair will apply.																			
<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>																			

## Parts Information

<b>Parts Control Type:</b> <b>Free Order</b>	Parts will be managed by Free Order
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<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
01	1	N -011-670-26	Washer	Free Order
	1	N -901-076-07	Washer	Free Order
	2	N -106-720-01	Bolt	Free Order

### 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

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.

<b>Service Number</b>	37M9		
<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 BOLT* as causal part		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
<b>Criteria I.D.</b>	01		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	3427 42 99	80	Install new exhaust bracket hardware
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	2.00	N 10672001	BOLT*
	1.00	N 01167026	WASHER
	1.00	N 90107607	WASHER

## 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: Service Action 37M9 – Exhaust Bracket**

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2021 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** An irregularity in the transmission case casting may cause incorrect seating of the exhaust bracket connection. This can result in an uneven contact surface, and as a result the bolts for the exhaust system bracket can become loose.

**What will we do?** Your authorized Audi dealer will install spacer washers to the exhaust bracket. This work will take about an hour to complete and will be performed for you free of charge.

**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. 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. 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.

This service action will be available for you **free of charge only until December 31, 2023**. If you wish to have this service performed after that date, your dealer's normal costs associated with this repair will apply.

**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 Experience at 1-800-253-2834 or via our "Contact Us" page at [www.audiusa.com](http://www.audiusa.com).

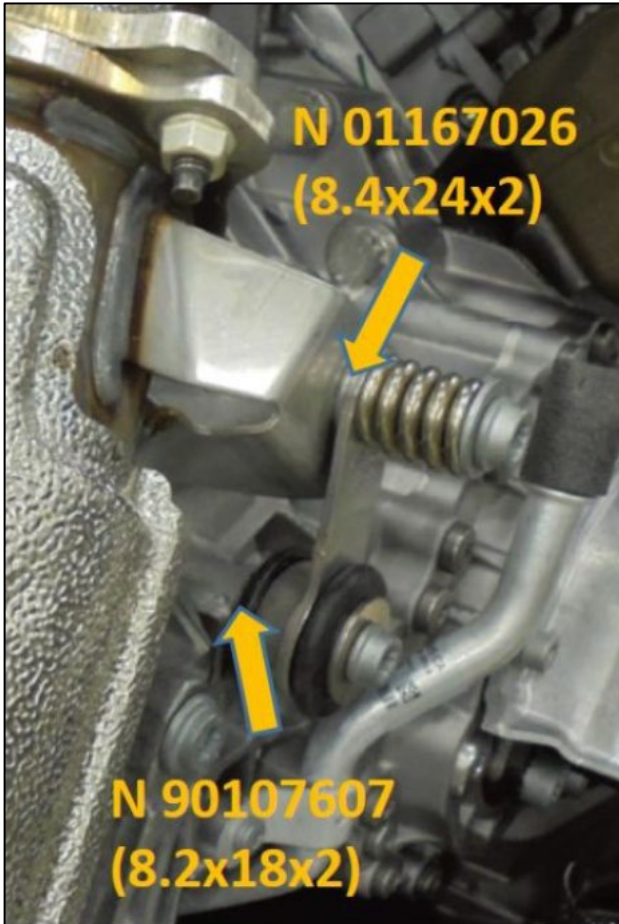
**Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at [www.audiusa.com](http://www.audiusa.com) and enter your Vehicle Identification 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

## Repair Overview



- Install spacer washers to the exhaust bracket.

### 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.

## 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.

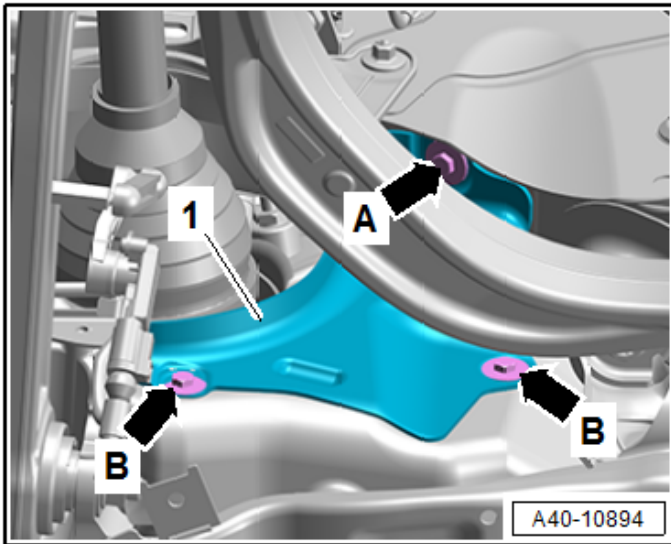
#### CRITICAL REPAIR STEP

 **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.

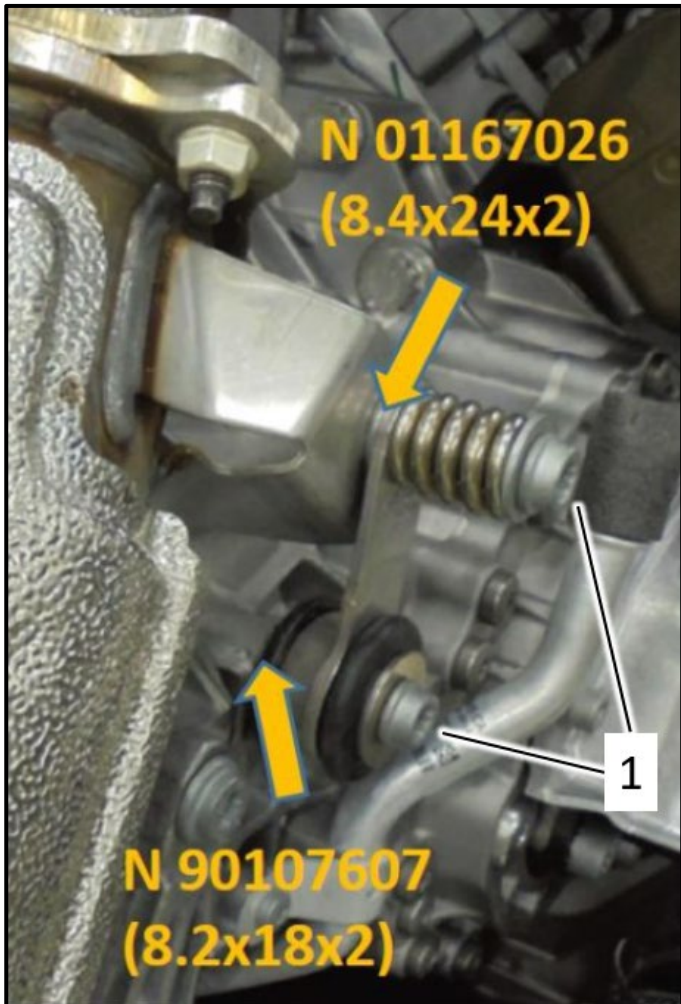
- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

## Section B – Repair Procedure



### Remove subframe shield upper section:

- Remove the screws <A and B arrows>.
- Remove upper section of the shield <1>.



### Install washers:

Part Number	Part Description
N -011-670-26	8.4 x 24 x 2 Washer
N -901-076-07	8.2 x 18 x 2 Washer
N -106-720-01	Bolt (x2)

- Remove and discard bolts <1>.
- Install new washers as shown <arrows> with new bolts <1>.
- Torque bolts <1> to 23 Nm.
- Reinstall subframe shield upper section in the reverse order of removal.
  - Torque bolts to 7 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

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.
- **Proceed to Section D**

## Section D - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP).