

Emissions Recall

Code: 37P2



Subject	TCM Software																																																											
Document History	<table border="1"> <thead> <tr> <th style="background-color: #c00000; color: white;">Date</th> <th colspan="4" style="background-color: #c00000; color: white;">Summary</th> </tr> </thead> <tbody> <tr> <td>06/27/2024</td> <td colspan="4">Original publication</td> </tr> </tbody> </table>					Date	Summary				06/27/2024	Original publication																																																
Date	Summary																																																											
06/27/2024	Original publication																																																											
Affected Vehicles	<table border="1"> <thead> <tr> <th style="background-color: #c00000; color: white;">Country</th> <th style="background-color: #c00000; color: white;">Beginning Model Year</th> <th style="background-color: #c00000; color: white;">Ending Model Year</th> <th style="background-color: #c00000; color: white;">Vehicle</th> <th style="background-color: #c00000; color: white;">Vehicle Count</th> </tr> </thead> <tbody> <tr><td>USA</td><td>2024</td><td>2024</td><td>A4 ALLROAD</td><td>580</td></tr> <tr><td>USA</td><td>2024</td><td>2024</td><td>A4 SEDAN</td><td>1,932</td></tr> <tr><td>USA</td><td>2024</td><td>2024</td><td>A5 CABRIOLET</td><td>662</td></tr> <tr><td>USA</td><td>2024</td><td>2024</td><td>A5 COUPE</td><td>161</td></tr> <tr><td>USA</td><td>2024</td><td>2024</td><td>A5 SPORTBACK</td><td>2,470</td></tr> <tr><td>USA</td><td>2024</td><td>2024</td><td>A6 ALLROAD</td><td>365</td></tr> <tr><td>USA</td><td>2024</td><td>2024</td><td>A6 SEDAN</td><td>1,348</td></tr> <tr><td>USA</td><td>2024</td><td>2024</td><td>A7</td><td>186</td></tr> <tr><td>USA</td><td>2024</td><td>2024</td><td>Q5</td><td>14,123</td></tr> <tr><td>USA</td><td>2024</td><td>2024</td><td>Q5 SPORTBACK</td><td>1,117</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 & verification source.</i></p> <ul style="list-style-type: none"> ✓ 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. 					Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2024	2024	A4 ALLROAD	580	USA	2024	2024	A4 SEDAN	1,932	USA	2024	2024	A5 CABRIOLET	662	USA	2024	2024	A5 COUPE	161	USA	2024	2024	A5 SPORTBACK	2,470	USA	2024	2024	A6 ALLROAD	365	USA	2024	2024	A6 SEDAN	1,348	USA	2024	2024	A7	186	USA	2024	2024	Q5	14,123	USA	2024	2024	Q5 SPORTBACK	1,117
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count																																																								
USA	2024	2024	A4 ALLROAD	580																																																								
USA	2024	2024	A4 SEDAN	1,932																																																								
USA	2024	2024	A5 CABRIOLET	662																																																								
USA	2024	2024	A5 COUPE	161																																																								
USA	2024	2024	A5 SPORTBACK	2,470																																																								
USA	2024	2024	A6 ALLROAD	365																																																								
USA	2024	2024	A6 SEDAN	1,348																																																								
USA	2024	2024	A7	186																																																								
USA	2024	2024	Q5	14,123																																																								
USA	2024	2024	Q5 SPORTBACK	1,117																																																								
Problem Description	Due to a software error in the transmission control unit in affected DSG transmissions, certain fault codes that turn on the malfunction indicator lamp (MIL) cannot be cleared after completion of repairs to resolve the underlying problem with the transmission that turned on the MIL. This issue does not impact tailpipe emissions or vehicle drivability. Stored faults may prevent the vehicle from passing subsequent state inspection and maintenance testing.																																																											
Corrective Action	Update transmission control module (TCM) software.																																																											
Code Visibility	On or about June 27, 2024, the campaign code will be applied to affected vehicles.																																																											
Owner Notification	Owner notification will take place in June 2024. Owner letter examples are included in this bulletin for your reference.																																																											
Emissions Campaigns Requirements (CALIFORNIA ONLY)	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 EMISCAVWAW). Order certificates online via the Compliance Label Ordering portal at www.accessaudi.com .																																																											
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</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 www.accessaudi.com.*

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.

Service Number	37P2		
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.	ALL		
	LABOR		
	Labor Op	Time Units	Description
	0151 00 10	SEE ELSA	Software update <i>(setup + connect battery charger)</i>
	0151 00 60	Time stated on diagnostic protocol	Software update <i>(Update TCM Software)</i>

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 Recall 37P2 – Transmission Control Module (TCM) Software

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 2024 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 software error in the transmission control unit in affected DSG transmissions, certain fault codes that turn on the malfunction indicator lamp (MIL) cannot be cleared after completion of repairs to resolve the underlying problem with the transmission that turned on the MIL. This issue does not impact tailpipe emissions or vehicle drivability. Stored faults may prevent the vehicle from passing subsequent state inspection and maintenance testing.

What will we do?

Your authorized Audi dealer will update the transmission control module (TCM) software in your vehicle. This work will take about an 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 work, as well as to accommodate their daily workshop schedule.

IMPORTANT! Please note that if any control module(s) in your vehicle has been “chipped,” “tuned,” or otherwise modified from factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the control module(s) to 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 work. 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.

Additional Information

- **California owners:** 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.
- 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 your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or sold the vehicle, or if you should have any questions about this communication, please contact Audi Customer Experience at 1-800-253-2834 or via our “Contact Us” page at www.audiusa.com.
- 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 have previously paid for clearing Permanent DTC's from Mode\$0A in your vehicle's emissions control computer memory, you may be eligible for reimbursement. The enclosed form explains how to submit a request. We would be pleased to review your reimbursement request.

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

Required Tools



Battery Tester/Charger
-VAS5908-
(or equivalent charger with a current rating of at least 90A)



Diagnostic Tester
-VAS6150X/VAS6160X-
(or equivalent)

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



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

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.

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.

NOTE

- All campaign software updates must be completed during a single, standalone ODIS Diagnostic Session. You must fully complete this campaign and send all logs before beginning any other campaigns or operations.
- If there are any ODIS “Hot-Fix” patches installed, they must be removed from the scan tool before beginning this operation. ODIS “Hot-Fix” patches may affect the update process.

WARNING

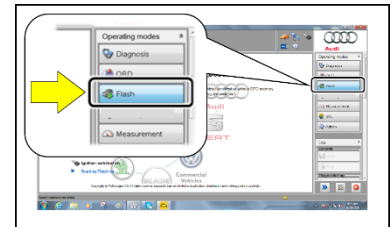
Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

IMPORTANT

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2011732: *Software Version Management (SVM) Operating Instructions* for the US, or 2037026: *Working with the Software Version Management (SVM)* for Canada.

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.

- Switch off all consumers, air conditioning, heater blower motor, lights, heated seats, etc.
- Ensure the latest version of ODIS is downloaded.
- Ensure diagnostic head is connected to ODIS tester via USB cable.
- Move selector lever to P.
- Use operating mode, FLASH.
- Select “SVM – Code Input”.
- Enter SVM code **37P2A672** and follow the on screen prompts.
- When exiting the FLASH program, ensure the diagnostic log is sent to GFF Paperless.



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

- 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.

 **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.