

Safety Recall

Code: 38C7



Subject	Transmission Oil Pipe																							
Release Date	June 05, 2020																							
Affected Vehicles	<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>2020</td> <td>2020</td> <td>Q8</td> <td>531</td> </tr> <tr> <td>CAN</td> <td>2020</td> <td>2020</td> <td>A8</td> <td>1</td> </tr> <tr> <td>CAN</td> <td>2020</td> <td>2020</td> <td>Q8</td> <td>92</td> </tr> </tbody> </table>				Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2020	2020	Q8	531	CAN	2020	2020	A8	1	CAN	2020	2020	Q8	92
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USA	2020	2020	Q8	531																				
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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 & verification source.</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. 																							
Problem Description	The vehicle may leak transmission fluid due to a possibly insufficient friction weld connection between the transmission oil pipe and the flange. If a transmission fluid leak occurs while driving, the road may become slippery for the following traffic, which may increase the risk of a crash.																							
Precautions	A loss of transmission fluid as a result of a poor weld connection may be recognized by oil marks on the ground beneath the vehicle. A warning lamp indicating a fluid loss also comes on once a certain volume of fluid is lost.																							
Corrective Action	Inspect and, if necessary, replace the affected transmission oil pipe.																							
Code Visibility	On or about June 05, 2020, the campaign code will be applied to affected vehicles.																							
Owner Notification	Owner notification will take place in June 2020. Owner letter examples are included in this bulletin for your reference.																							
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>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><u>New Vehicles in Dealer Inventory:</u> It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. 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.</p> <p><u>Pre-Owned Vehicles in Dealer Inventory:</u> Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers.</u></p>																							

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.

Parts Information (only if transmission oil line requires replacement)

Part Number	Parts Control Type	Instructions
4N0-317-801-E	VIN to Order	If parts are needed to support a vehicle repair: <ul style="list-style-type: none"> • US Dealers - use AVA • CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order
G -060-162-A2	Free Order	Parts will be managed by Free Order

Initial Allocation: NO	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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Repair Projection Tool: (right click to open)	
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
ALL	1	4N0-317-801-E	Line	VIN to Order
	Up to 500 ml	G -060-162-A2	ATF Oil	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.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

Service Number	38C7		
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.	F1		
	Remove noise insulation, inspect transmission oil pipe production date, transmission oil pipe does not require replacement		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	35	Inspect transmission oil pipe, no further work required
-OR-	Remove noise insulation, inspect transmission oil pipe production date, transmission oil pipe requires replacement		
	LABOR		
	Labor Op	Time Units	Description
	3862 55 99	90	Replace transmission oil pipe
	PARTS		
	Quantity	Part Number	Description
	1.00	4N0317801E	Line
	0.50	G 060162A2	ATF Oil

Continued on next page

Criteria I.D.	F8		
	(NOTE: There is only <u>one</u> vehicle included in criteria F8 for campaign 38C7 and this vehicle is assigned to the Canadian market)		
	Remove noise insulation, inspect transmission oil pipe production date, transmission oil pipe does not require replacement		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	35	Inspect transmission oil pipe, no further work required
-OR-	Remove noise insulation, inspect transmission oil pipe production date, transmission oil pipe requires replacement		
	LABOR		
	Labor Op	Time Units	Description
	3862 55 99	90	Replace transmission oil pipe
	3738 19 99	120	Remove and install left transmission mount
	PARTS		
	Quantity	Part Number	Description
	1.00	4N0317801E	Line
	0.50	G 060162A2	ATF Oil
	1.00	8K0253115K	Gasket
	3.00	N 91130801	Nut

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>

NHTSA: 20V272

Subject: Safety Recall 38C7 – Transmission Oil Pipe

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2020 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The vehicle may leak transmission fluid due to a possibly insufficient friction weld connection between the transmission oil pipe and the flange. If a transmission fluid leak occurs while driving, the road may become slippery for the following traffic, which may increase the risk of a crash.

What will we do? To correct this defect, your authorized Audi dealer will inspect and, if necessary, replace the affected transmission oil pipe. This work will take about two hours 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.

What should you do? Please contact your authorized Audi dealer without delay to schedule this recall repair. 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.

Precautions you should take A loss of transmission fluid as a result of a poor weld connection may be recognized by oil marks on the ground beneath the vehicle. A warning lamp indicating a fluid loss also comes on once a certain volume of fluid is lost. If this happens, contact your nearest authorized Audi dealer without delay to have your vehicle inspected.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to 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.

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 and enter your Vehicle Identification Number (VIN).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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

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>

Transport Canada Recall: 2020-207

Subject: Safety Recall 38C7 – Transmission Oil Pipe

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The vehicle may leak transmission fluid due to a possibly insufficient friction weld connection between the transmission oil pipe and the flange. If a transmission fluid leak occurs while driving, the road may become slippery for the following traffic, which may increase the risk of a crash.

What will we do? To correct this defect, your authorized Audi dealer will inspect and, if necessary, replace the affected transmission oil pipe. This work will take about two hours 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.

What should you do? Please contact your authorized Audi dealer without delay to schedule this recall repair.

Precautions you should take A loss of transmission fluid as a result of a poor weld connection may be recognized by oil marks on the ground beneath the vehicle. A warning lamp indicating a fluid loss also comes on once a certain volume of fluid is lost. If this happens, contact your nearest authorized Audi dealer without delay to have your vehicle inspected.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

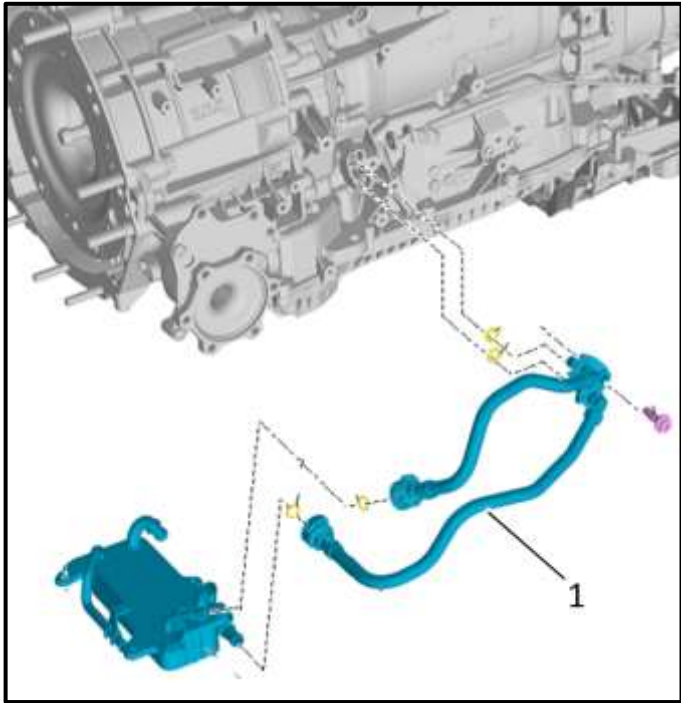
Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

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

Sincerely,

Audi Customer Protection

Repair Overview



- Inspect transmission oil pipe <1> production date and replace if necessary.

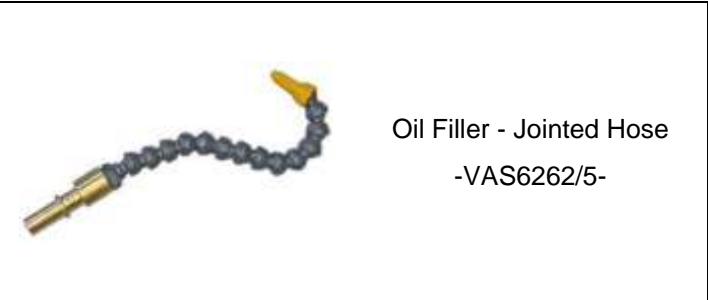
NOTE

- 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 (if transmission oil pipe requires replacement)



Oil Filler
-VAS6262A-



Oil Filler - Jointed Hose
-VAS6262/5-



Oil Filler - Adapter 6
-VAS6262/6-



Diagnostic Tester
-VAS6150X/6160X-
(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
	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.

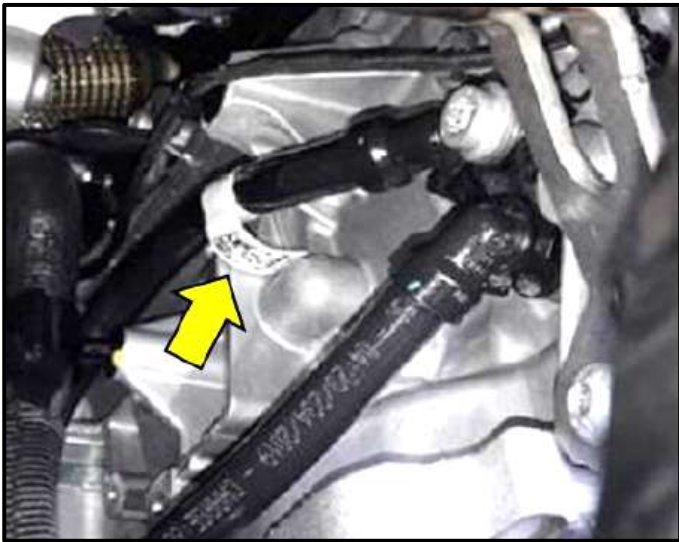
CRITICAL REPAIR STEP

 **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.

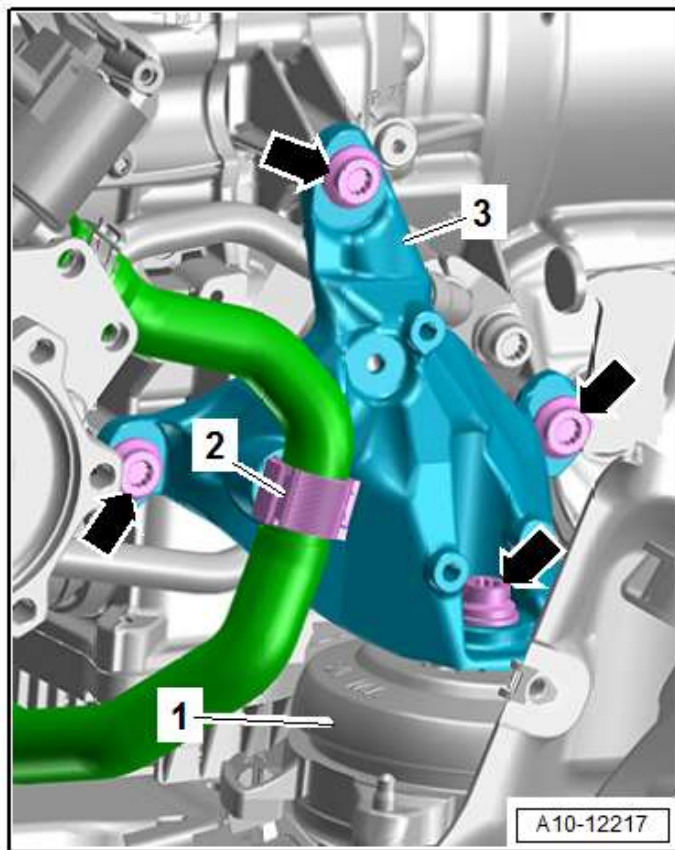
- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B**

Section B – Transmission Oil Pipe Inspection



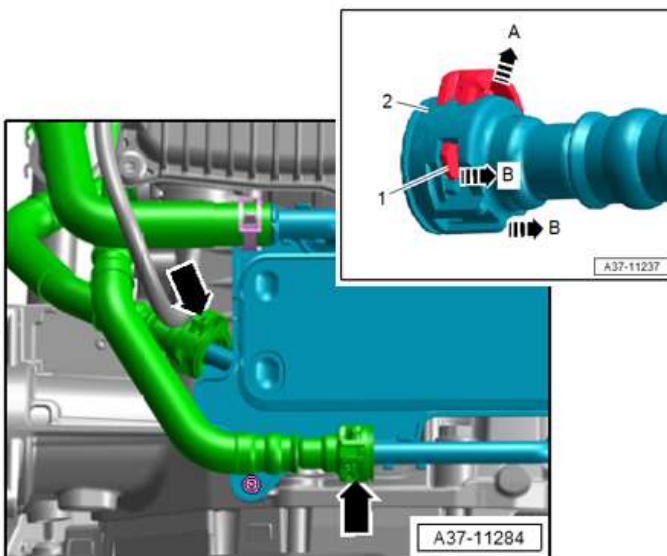
- Remove noise insulation.
 - See ELSA Repair Manual: *Repair manual > Body > Body Exterior > 66 Exterior Equipment > Noise Insulation*
- Inspect the label on the transmission oil pipe.
 - The week the transmission oil pipe was produced is printed on the label.
 - If week 36/19 up to and including week 42/19 is printed:
 - The transmission oil pipe must be replaced.
 - Proceed to Section C.
 - If the label indicates a different week:
 - No further work is necessary.
 - Reinstall noise insulation in the reverse order of removal.
 - Proceed to Section D.

Section C – Transmission Oil Pipe Replacement



Vehicle with Criteria F8 ONLY – Remove the left side transmission mount:

- See ELSA Repair Manual: *Repair manual > Engine > 6-Cylinder Direct Injection 3.0L 4V TFSI Engine EA839 > 10 Engine Assembly > Assembly Mounts > Transmission Mount, Removing and Installing > Left Transmission Mount, Removing and Installing*

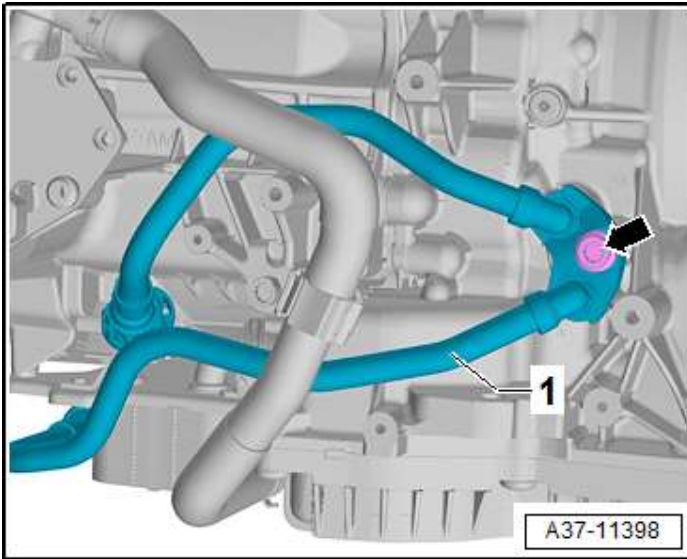


Disconnect ATF lines from ATF cooler:

- To disconnect the lines <arrows>, release the clip <1> from the connector coupling <2> in direction of <B arrows> and lift in direction of <A arrows>.

NOTE

Observe all cleanliness rules published in the ELSA Repair Manual.



Replace transmission oil line:

- Remove the bolt <arrow>.
- Remove the ATF line <1> from the transmission.
- Installation is the reverse order of removal.

Part Number	Part Description
4N0-317-801-E	Transmission oil line

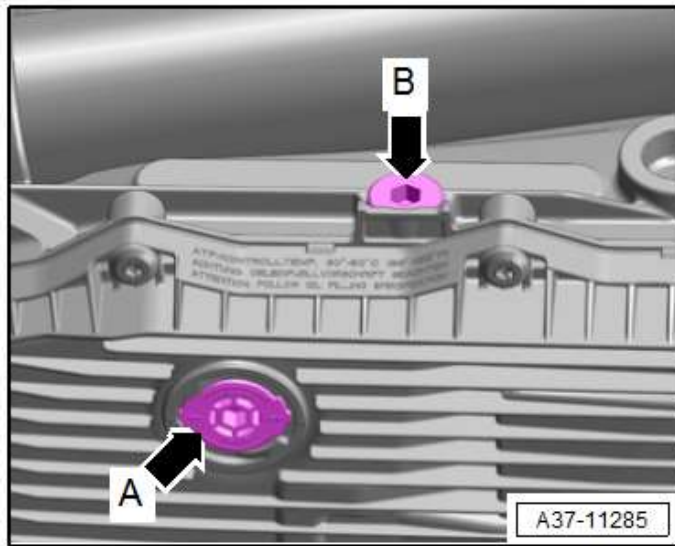
- Torque bolt <arrow> to 20 Nm.

CAUTION

Risk of damaging the transmission.

- Remove any plugs on the ATF lines and on the transmission that were installed during removal.
- The ATF cooling function will not work and the transmission will be damaged if the plugs are forgotten.

- Vehicle with Criteria F8 – Install left transmission mount in the reverse order of removal.



Check ATF Level:

- See ELSA Repair Manual: *Repair manual > Drivetrain > 8-Speed Automatic Transmission 0D5 > 37 Controls, Housing > ATF > ATF Level, Checking*
- Torque fill plug to 30 Nm.
- Install noise insulation in the reverse order of removal.

NOTE

Unlike the description in the repair manual, the plug for the ATF level check and filling opening is not always to be replaced after checking the ATF level. The existing plug can be reused once. The plug for ATF level check and filling opening is only to be replaced if there is visible damage or dirt (the plug is only available in repair set 0D5-398-048).

NOTE

During the repair, a maximum of 500 ml of ATF will be needed.

Proceed to Section D.

Section D – 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

-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.
- **Proceed to Section E.**

Section E - 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) for U.S. and the Part Destruction and Core Disposition Report for Canada.