

Safety Recall

Code: 10G9



Subject Engine Block Casting

Release Date June 29, 2021

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	RS6 AVANT	2
USA	2021	2021	RS7	4
USA	2021	2021	RSQ8	1
USA	2021	2021	SQ7	5
USA	2021	2021	SQ8	3
CAN	2021	2021	RS6 AVANT	2
CAN	2021	2021	RSQ8	1
CAN	2021	2021	SQ7	1

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

Due to a process error that occurred during the engine block casting process, it is possible for cracks to develop on the running surface of the 'cylinder 6' bore. During engine operation, a crack in the bore can lead to an impaired contour of the piston's running surface. If this occurs, there is potential for engine damage and oil leakage. Engine damage while driving may cause a loss of power or an engine stall, increasing the risk of a crash.

Corrective Action

Complete engine replacement.

Precautions

If this condition is present in the vehicle, possible noises from the engine crankshaft may occur while driving and an oil pressure warning may be displayed in the instrument cluster. In the event this occurs, customers are advised to contact an authorized Audi dealer without delay and make arrangements to have the vehicle inspected/repaired.

Code Visibility

On or about June 29, 2021, the campaign code will be applied to affected vehicles.

Owner Notification

Audi will begin making outbound calls to affected customers in June 2021. Owner notification mailing will take place in July 2021. Owner letter examples are included in this bulletin for your reference.

Additional Information

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: 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.

Pre-Owned Vehicles in Dealer Inventory: 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.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Parts Information

Parts Control Type: 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
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Initial Allocation: NO	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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ENGINE CODE	Quantity	Part Number	P.O.C. Part Description	Ordering Method
DJPB	1	0P2-100-021-D	ENGINE	VIN to Order
DHUB	1	0P2-100-021-S	ENGINE	VIN to Order
DCUE	1	0P2-100-021-R	ENGINE	VIN to Order
ALL	SEE ETKA/ELSA	SEE ETKA	All required one-time use fasteners, seals, gaskets, o-rings and fluids according to the ELSA Repair Manual	Free Order

NOTE

The specified part numbers reflect the status at the start of this 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	10G9		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark CPL ENGINE* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	A6, A7, Q7 or Q8		
	LABOR		
	Labor Op	Time Units	Description
	1001 55 99	1760	Replace Engine
	0150 00 00	Time stated on diagnostic protocol	GFF Operations
	PARTS		
	Quantity	Part Number	Description
	1.00	0P2100021D or 0P2100021S or 0P2100021R	CPL ENGINE*
	SEE ELSA/ETKA	SEE ETKA	All required one-time use fasteners, seals, gaskets, o-rings and fluids according to the ELSA Repair Manual
	<i>NOTE: All claims will stop for review.</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>

NHTSA: 21V339

Subject: Safety Recall 10G9 – Engine Block Casting

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 2021 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 process error that occurred during the engine block casting process, it is possible for cracks to develop on the running surface of the 'cylinder 6' bore. During engine operation, a crack in the bore can lead to an impaired contour of the piston's running surface. If this occurs, there is potential for engine damage and oil leakage. Engine damage while driving may cause a loss of power or an engine stall, increasing the risk of a crash.
- What will we do?** To correct this defect, your authorized Audi dealer will replace the complete engine in your vehicle. This work could take several days 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** If this condition is present in the vehicle, possible noises from the engine crankshaft may occur while driving and an oil pressure warning may be displayed in the instrument cluster. In the event this occurs, customers are advised to contact an authorized Audi dealer without delay and make arrangements to have the vehicle inspected/repared.
- 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: 2021-279

Subject: Safety Recall 10G9 – Engine Block Casting

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? Due to a process error that occurred during the engine block casting process, it is possible for cracks to develop on the running surface of the 'cylinder 6' bore. During engine operation, a crack in the bore can lead to an impaired contour of the piston's running surface. If this occurs, there is potential for engine damage and oil leakage. Engine damage while driving may cause a loss of power or an engine stall, increasing the risk of a crash.

What will we do? To correct this defect, your authorized Audi dealer will replace the complete engine in your vehicle. This work could take several days 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 If this condition is present in the vehicle, possible noises from the engine crankshaft may occur while driving and an oil pressure warning may be displayed in the instrument cluster. In the event this occurs, customers are advised to contact an authorized Audi dealer without delay and make arrangements to have the vehicle inspected/repared.

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.

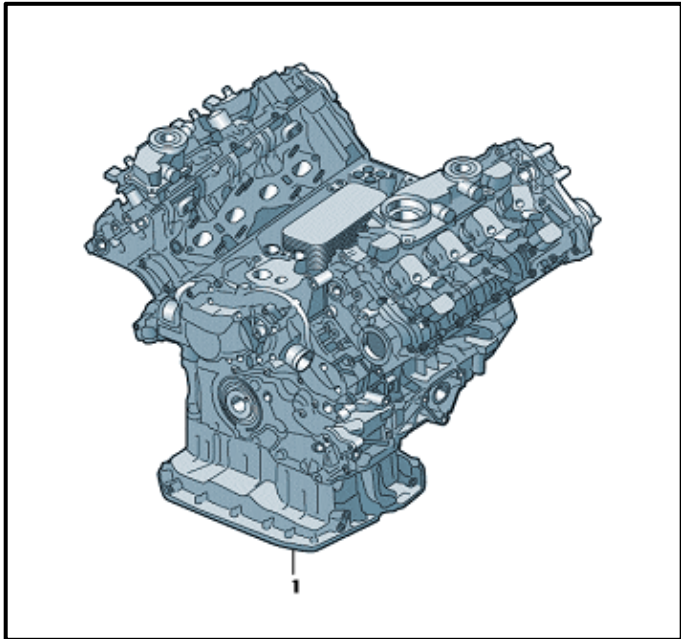
Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

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



- Replace complete engine.

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.

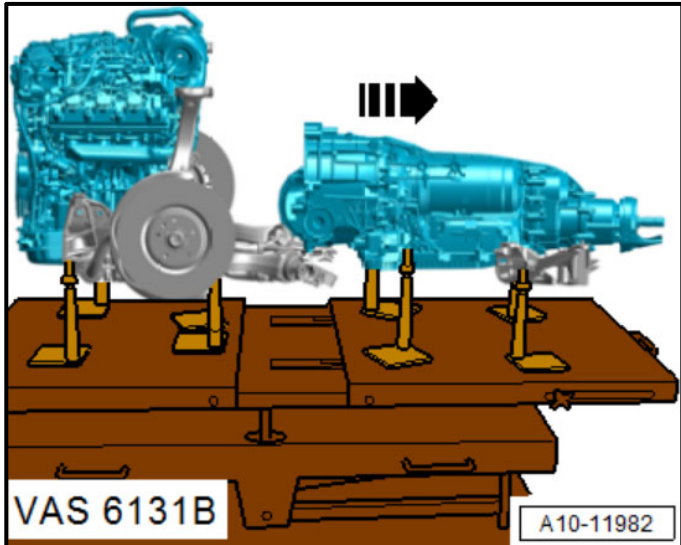
- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

Section B – Repair Procedure

⚠ WARNING

Risk of injury.

Refer to all Warnings and Cautions listed in the ELSA Repair Manual!!



Replace the engine according to the ELSA Repair Manual:

- See ELSA Repair Manual: *Repair manual > Engine > 8-Cylinder Direct Injection 4.0L 4V TFSI Engine EA825 > 10 Engine Assembly > Engine, Removing and Installing*
- Adhere to all warnings outlined in the repair manual.
- Reference ELSA Repair Manual for special tools.

Note the following when performing the repair:

- With the lock carrier installed, the engine is removed downward with the transmission and subframe.
- Install cable ties at the same locations when installing.
- Pay attention to the guidelines for clean working conditions. *Refer to → Servicing – 8-Cylinder 4.0L 4V TFSI Engine; Rep. Gr.00; Repair Information; Guidelines for Clean Working Conditions.*
- Bonded rubber bushings have a limited range of rotation. Axle components with bonded rubber bushings must be brought into the position they will be in when driving before they are tightened (curb weight position or control position). Otherwise, the bonded rubber bushing will be under stress, which will reduce the service life.
- Before starting the procedures, determine the curb weight position (refer to → *Suspension, Wheels, Steering; Rep. Gr.00; Repair Information; Wheel Bearing in Curb Weight, Lifting Vehicles with Coil Spring* or determine the control position (refer to → *Suspension, Wheels, Steering; Rep. Gr.00; Repair Information; Wheel Bearing in Control Position, Lifting Vehicles with Air Suspension*).
- Position the front wheels so they are straight.
- The electro-mechanical parking brake must be released before disconnecting battery so the driveshaft can be rotated to remove it.

When reinstalling engine:

- Replace all torque to yield fasteners.
- Replace refrigerant o-rings.
- Replace all self-locking nuts and bolts, gaskets, seals and O-rings after removing.
- Only remove the plugs or caps just before installing the respective lines.
- Secure all hose connections with hose clamps that match the ones used in series production. *Refer to the Parts Catalog.*
- Check the vacuum hoses for damage before the assembly and replace if necessary.
- During installation, all cable ties must be installed at the same location.
- Bonded rubber bushings have a limited range of rotation. Only tighten suspension threaded connections when vehicle is in curb weight position or in the control position.
- **A new engine is still filled with a residual amount of test cycle oil from the factory. The test cycle oil must be bled and new engine oil filled before the first start of the engine.**

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

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