

Safety Recall

Code: 3701



Subject Gearbox Oil Level

Release Date April 15, 2022

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2022	R8 COUPE	5
USA	2022	2022	R8 SPYDER	3
CAN	2022	2022	R8 COUPE	1
CAN	2022	2022	R8 SPYDER	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

The gearbox in affected vehicles may not contain a sufficient volume of gearbox oil. If this condition is present in the vehicle, it might lead to clutch slip, thus interrupting the power transmission between the gearbox and engine. This could result in a temporary loss of motive power, increasing the risk of a crash. Additionally, when operating the vehicle in a racetrack environment, this issue can possibly lead to generation of oil foam that could exit through the breather valve and create the risk of a fire.

Corrective Action

Check and, if necessary, adjust gearbox oil level.

Code Visibility

On or about April 15, 2022, the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in April 2022. 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:
Free Order Parts will be managed by Free Order

Initial Allocation:
NO There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01 or 02	As needed	G -052-529-A2	GEAR OIL	Free Order
	1	N -043-809-2	WASHER	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	3701 (letter O, not number zero)		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark WASHER* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	01		
	LABOR		
	Labor Op	Time Units	Description
	3401 35 99	110	Check and top off transmission fluid
	2706 89 50	10	Connect battery charger
	0150 00 00	Time stated on diagnostic protocol	GFF Operations
	PARTS		
	Quantity	Part Number	Description
	1.00	N 0438092	WASHER*
	As needed	G 052529A2	GEAR OIL
Criteria I.D.	02		
	LABOR		
	Labor Op	Time Units	Description
	3401 36 99	80	Check and top off transmission fluid
	2706 89 50	10	Connect battery charger
	0150 00 00	Time stated on diagnostic protocol	GFF Operations
	PARTS		
	Quantity	Part Number	Description
	1.00	N 0438092	WASHER*
	As needed	G 052529A2	GEAR OIL

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: 22V225

Subject: Safety Recall 3701 – Gearbox Oil Level

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 2021-2022 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** The gearbox in affected vehicles may not contain a sufficient volume of gearbox oil. If this condition is present in the vehicle, it might lead to clutch slip, thus interrupting the power transmission between the gearbox and engine. This could result in a temporary loss of motive power, increasing the risk of a crash. Additionally, when operating the vehicle in a racetrack environment, this issue can possibly lead to generation of oil foam that could exit through the breather valve and create the risk of a fire.
- What will we do?** To correct this defect, your authorized Audi dealer will check and, if necessary, adjust the gearbox oil level. This work will take a couple of 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 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.
- 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.
- Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.
- 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: 2022-169

Subject: Safety Recall 3701 – Gearbox Oil Level

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.

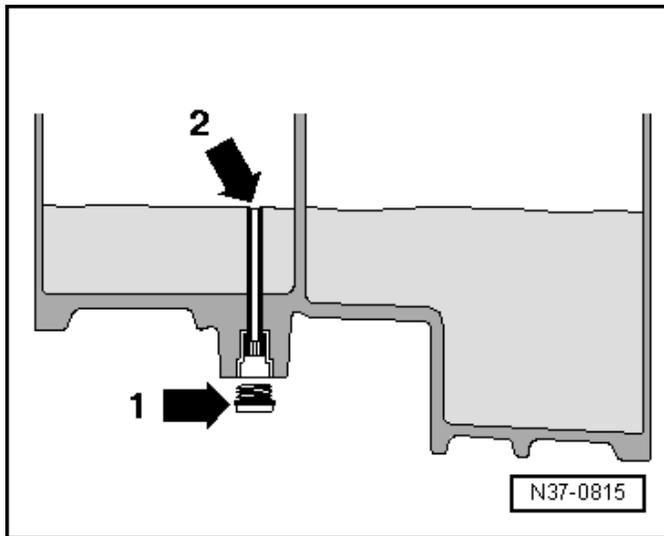
- What is the issue?** The gearbox in affected vehicles may not contain a sufficient volume of gearbox oil. If this condition is present in the vehicle, it might lead to clutch slip, thus interrupting the power transmission between the gearbox and engine. This could result in a temporary loss of motive power, increasing the risk of a crash. Additionally, when operating the vehicle in a racetrack environment, this issue can possibly lead to generation of oil foam that could exit through the breather valve and create the risk of a fire.
- What will we do?** To correct this defect, your authorized Audi dealer will check and, if necessary, adjust the gearbox oil level. This work will take a couple of 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 work.
- 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.
- Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.
- 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



- Check gearbox oil level and correct level, 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

 <p>Oil Filler -VAS6262A- (or equivalent)</p>	 <p>Oil Filler – Bottle Adapter (as needed)</p>
 <p>Diagnostic Tester -VAS6150X/6160X- (or equivalent)</p>	

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.

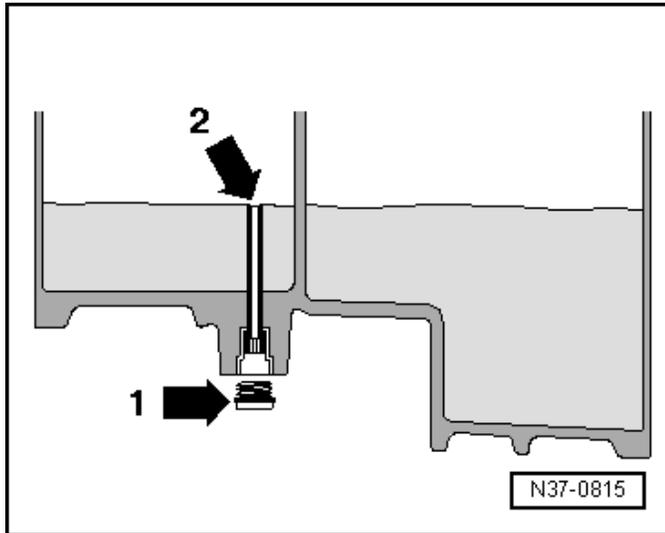
CRITICAL REPAIR STEP

 **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



- Check gear oil level and top off if necessary.
- See ELSA Repair Manual: *Repair manual > Drivetrain > 7-Speed Dual Clutch Transmission 0BZ > 34 Controls, Housing > ATF > ATF Level, Checking*
- Replace the oil drain plug seal.

Part Number	Part Description
G -052-529-A2	Gear oil
N -043-809-2	Drain plug seal

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.