



Audi of America, Inc.

**IMPORTANT NOTICE TO DEALERS
FOR IMMEDIATE DISTRIBUTION**

Parts Prioritization Process/Addressing Customer Inquiries

Upcoming Voluntary Safety Recall 20Q3/J3

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
United States of America
www.audiusa.com

October 15, 2009

**Subject: Parts Prioritization Process/ Addressing Customer Inquiries
Upcoming Voluntary Safety Recall 20Q3/J3
Fuel Tank Ventilation Valve**

Dear Audi Dealer Principal, Service Manager, Sales Manager, General Manager and Parts Manager:

As you are aware, Audi recently notified the NHTSA of an upcoming voluntary safety recall affecting some 2006-2010 model year Audi A3 quattro® vehicles and some 2008-2010 model year Audi TT/TT Roadster quattro® vehicles. The affected A3 quattro® vehicles were produced from September 30, 2005 through August 24, 2009, and the affected TT/TT Roadster quattro® vehicles were produced from February 02, 2007 through August 26, 2009.

We have been working diligently to create the repair work procedure, additional training material, and obtain the parts necessary to complete the repairs required for the vehicles affected by this recall. We still do not have all of the required parts available to start the campaign at this time, but we have created a Part Prioritization process to handle critical customer cases and any inventory units that may be sold and are awaiting delivery.

Please note that Audi is currently developing and testing additional training materials to ensure that this repair will be performed correctly. We will have a video available with the details of this repair. It will be required to view this video prior to performing this repair on any vehicle, and, it is *mandatory* for technicians complete the campaign video viewing requirements via WebSource. If a dealership performs this campaign repair without first having completed this mandatory requirement, the dealership becomes fully responsible for covering all consequential damage/vehicle return/customer satisfaction issues relating to improper repair. In addition, we strongly encourage that only the shop foreman and lead technicians perform this repair until all required personnel have completed the training and are familiar with the details of the repair.



- The details of the Parts Prioritization process are as follows:
 - Dealers must contact their field representative regarding any vehicle they believe to be a priority case. The Dealer's Area After Sales Manager (AASM) will initiate a priority case for the vehicle.
 - The VIN will be validated to ensure it is part of the recall, and then forwarded to the Parts team for parts release.
 - If the VIN is not affected by the recall, the case will be escalated to the Audi Technical Assistance Center for further diagnosis.
- As of September 29, 2009, all unsold dealer inventory vehicles affected by this recall were tagged with the 20Q3/J3 campaign code. Dealers can check their AIM report to see which of their inventory vehicles are impacted by this campaign and under a mandatory stop-sale order. Vehicles in inventory that do not appear on this list are not affected and are available for retail sale or lease to customers.
- Customers calling to see if their vehicle is affected by this recall should be advised that if their vehicle is affected, they will be notified via first-class mail as soon as sufficient parts stock becomes available. If the customer is experiencing a vehicle issue, please refer to the Parts Prioritization process listed in this communication.
- An FAQ had already been published to ServiceNet and sent to all dealers via RightFax. Please read this FAQ in its entirety, as it contains the answers to the most commonly asked questions regarding this recall.

Additionally, an interim work procedure and claiming instructions can now be found in ServiceNet under the 20Q3 code in the Campaign Circulars section.

Important Reminder on Vehicles Affected by Safety and Compliance Recalls

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.

Thank you for your assistance in this important matter. If you have any questions or require additional assistance, please contact the Campaign Helpline at 1-800-741-2919.

Audi Product Compliance



Audi of America, Inc.

October 12, 2009

**Subject: Parts Prioritization Process/ Addressing Customer Inquiries
Upcoming Voluntary Safety Recall 20Q3/J3
Inspect/Replace Fuel Tank Ventilation Valve**

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
United States of America
www.audiusa.com

Dear Regional Directors, Regional After Sales Managers, Area After Sales Managers, Area General Managers, and Area Sales Managers:

As you are aware, Audi recently notified the NHTSA of an upcoming voluntary safety recall affecting some 2006-2010 model year Audi A3 quattro® vehicles and some 2008-2010 model year Audi TT/TT Roadster quattro® vehicles. The affected A3 quattro® vehicles were produced from September 30, 2005 through August 24, 2009, and the affected TT/TT Roadster quattro® vehicles were produced from February 02, 2007 through August 26, 2009.

We have been working diligently to create the repair work procedure, additional training material, and obtain the parts necessary to complete the repairs required for the vehicles affected by this recall. We still do not have all of the required parts available to start the campaign at this time, but we have created a Part Prioritization process to handle critical customer cases and any inventory units that may be sold and are awaiting delivery.

Please note that Audi is currently developing and testing additional training materials to ensure that this repair will be performed correctly. We will have a video available with the details of this repair. It will be required to view this video prior to performing this repair on any vehicle, and, it is *mandatory* for technicians complete the campaign video viewing requirements via WebSource. If a dealership performs this campaign repair without first having completed this mandatory requirement, the dealership becomes fully responsible for covering all consequential damage/vehicle return/customer satisfaction issues relating to improper repair. In addition, we strongly encourage that only the shop foreman and lead technicians perform this repair until all required personnel have completed the training and are familiar with the details of the repair.

- The details of the Parts Prioritization process are as follows:
 - Dealers must contact their field representative regarding any vehicle they believe to be a priority case.
 - The Dealer's Area After Sales Manager will identify a VIN as a priority case and will send an email to CampPartsReq@vw.com. The email should contain the VIN, dealer number, and customer information. Please note that this email address is only for Field Representative use; dealer questions and other inquiries sent to this address will not be acknowledged nor returned.



- The VIN will be validated to ensure it is part of the recall, and then forwarded to the Parts team for parts release.
- As of September 29, 2009, all unsold dealer inventory vehicles affected by this recall were tagged with the 20Q3/J3 campaign code. Dealers can check their AIM report to see which of their inventory vehicles are impacted by this campaign and under a mandatory stop-sale order. Vehicles in inventory that do not appear on this list are not affected and are available for retail sale or lease to customers.
- Customers calling to see if their vehicle is affected by this recall should be advised that if their vehicle is affected, they will be notified via first-class mail as soon as sufficient parts stock becomes available. If the customer is experiencing a vehicle issue, please refer to the Parts Prioritization process listed in this communication.
- An FAQ has been published to ServiceNet and sent to all dealers via RightFax. Please read this FAQ in its entirety, as it contains the answers to the most commonly asked questions regarding this recall.

Additionally, an interim work procedure and claiming instructions can now be found in ServiceNet under the 20Q3 code in the Campaign Circulars section.

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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.

Thank you for your assistance in this important matter. If you have any questions or require additional assistance, please contact the Campaign Helpline at 1-800-741-2919.

Audi Product Compliance

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID as found in ElsaWeb and Repair Operation(s) as shown in the following claim entry instructions. Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

Saga Claim Entry Procedure

CHART 1 of 2

Check ElsaWeb to determine whether the "20Q3" campaign is open.

Service No. : 20Q3
Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code 002.

Sold vehicle = 7 10
Unsold vehicle = 7 90

Accounting Instructions

Criterion 8P – A3 Model Vehicles

– Install fuel tank ventilation valve assembly

Repair operation: 2071 25 99 260 T.U.

<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
1	8P0 298 111	Valve assembly (incl. plastic bag)
1	1J0 919 133B	Fuel pump seal
1	N 020 9022	Cable tie
2	N 105 053 01	Sub frame bolt
1	N 907 683 01	Spring clip
1	N 102 556 01	23.5mm Clamp
1	1K0 253 141H	Dual clamp for exhaust, (if necessary)
1	06E 906 517A	EVAP purge valve (N-80) (2.0T models, if contaminated w/fuel)

OR

Criterion 8J – TT Coupe Model Vehicles

– Install fuel tank ventilation valve assembly

Repair operation: 2071 25 99 240 T.U.

<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
1	8P0 298 111	Valve assembly (incl. plastic bag)
1	1J0 919 133B	Fuel pump seal
1	N 020 9022	Cable tie
1	N 907 683 01	Spring clip
1	1K0 201 797N	Evap. canister, (if necessary)
1	1K0 253 141H	Dual clamp for exhaust, (if necessary)
1	06E 906 517A	EVAP purge valve (N-80) (2.0T models, if contaminated w/fuel)

OR

Cont'd. on next chart

The 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. ©2009 Audi of America, LLC and Audi Canada. All Rights Reserved..

Saga Claim Entry Procedure

CHART 2 of 2

Check ElsaWeb to determine whether the "20Q3" campaign is open.

Service No. : 20Q3
Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code 002.

Sold vehicle = 7 10
Unsold vehicle = 7 90

Criterion 8J – TT/TTS Roadster Model Vehicles

– Install fuel tank ventilation valve assembly

Repair operation: 2071 25 99 310 T.U.

1	8P0 298 111	Valve assembly (incl. plastic bag)
1	1J0 919 133B	Fuel pump seal
1	N 020 9022	Cable tie
2	N 910 659 01	Filister head screw M10 x 45mm
2	N 106 254 01	Hex socket countersunk bolt M10 x 25mm
1	N 907 683 01	Spring clip
	or	
1	N 101 992 01	15.7x7x0.6mm Retaining clip
	and	
1	1K0 201 797N	Evap. canister, (if necessary)
1	1K0 253 141H	Dual clamp for exhaust, (if necessary)
1	06E 906 517A	EVAP purge valve (N-80) (2.0T models, if contaminated w/fuel)
Up to 22	3D0 867 276	Trim clips (if necessary)

AND

Outside Material

Actual cost of Fuel and/or Loaner - not to exceed \$70 (USD/CAD). Enter the words "FUEL/LOANER" as the labor operation. *Ensure fuel and/or loaner sales receipt is attached to repair order.*

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Dealer must obtain Campaign Helpline authorization before installing any consequential parts. If work is done without first obtaining Campaign Helpline authorization, it will be at dealer's expense.

There is NO reimbursement for vehicle wash.

If customer refused repairs – Fax the repair order to (248) 754-5093 and provide the VIN, applicable service number, customer information, dealer number and date.