



**SAFETY RECALL INFORMATION**

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Date: August 2011  
Subject: Voluntary Safety Recall 20Q8  
Fuel Supply Line  
2011-2012 Model Year Audi R8 Spyder

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

Earlier this month Audi notified the NHTSA of a voluntary safety recall affecting some 2011-2012 model year Audi R8 Spyder vehicles. Audi did an immediate stop-sale for inventory vehicles, and are now prepared to activate the 20Q8 code on all customer vehicles.

**What is the problem?**

Due to production tolerances, it is possible that the fuel supply line may contact and rub against the heat shield in the engine compartment. In rare cases, this could lead to a small fuel leak. Leaking fuel, in the presence of an ignition source, could lead to a vehicle fire. Audi has not identified any reports or allegations of fires resulting from this condition.

**What does the repair procedure involve?**

Dealers will inspect the affected fuel line for damage and replace it if necessary. Dealers will also inspect and, as needed, adjust the position of the fuel line and heat shield in order to ensure correct clearance between the two. This work will be performed for customers free of charge.

To ensure that all Audi R8 services and repairs are performed properly, recall 20Q8 repair work must be performed at an authorized Audi dealer with the designation Audi R8 Certified Point or Audi R8 Service Point.

**Parts Allocation Information**

With a low volume of fuel line replacements expected, Audi will not be allocating parts to the dealers. If a fuel line needs replacement, please open an ATA ticket in order to obtain the required part for this repair.

**Customer Mailing Information**

Customer notification is anticipated to take place on August 23, 2011.



**Audi**

### **Important Reminder on Vehicles Affected by Safety 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.***

#### **What should dealers do?**

- The affected inventory vehicles will be identified on a dealer's AIM report with the campaign code **20Q8**.
- All dealers are asked to check their AIM report to see if they have any in-stock vehicles affected by this mandatory stop-sale. Only dealers with affected vehicles will find cars tagged with the **20Q8** on their AIM report.
- If you have an affected vehicle, **DO NOT** sell, lease, or dealer trade it. If you are using an affected vehicle as a demo, discontinue doing so immediately.
- Please keep any affected vehicle in a secure area where it cannot be made available for sale, lease or trade.

#### **What will Audi do?**

- On or about August 23, 2011, an updated 20Q8 campaign circular will be available in ElsaWeb and ServiceNet.
- While all vehicles will require an inspection and heat shield modification, we anticipate only a small number of vehicles will need a fuel line replacement.
- If a fuel line needs replacement, please open an ATA ticket in order to obtain the required part for this repair.

#### **Customer Delight**

As a commitment to customer satisfaction, Audi has added the following items to the 20Q8 circular for your review and utilization.

- Vehicle pick-up and delivery per the R8 service agreement
- Loaner car per the R8 service agreement
- Fuel fill-up per the 20Q8 circular
- Vehicle detail per the 20Q8 circular (owner's consent suggested)

As always, any press/media related questions should be directed to the Audi public relations team. Any customers with questions unable to be answered by this announcement should be directed to Audi Customer CARE at (800) 253-2834.

Thank you for your cooperation and assistance in this important matter.

Audi Product Compliance