

Audi of America, Inc.



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MANDATORY STOP-SALE ORDER

Upcoming Voluntary Safety Recall 20Q8

Effective immediately, 2011-2012 model year Audi R8 Spyder vehicles in dealer inventory are under a mandatory stop-sale order.

DO NOT SELL, LEASE, OR DEALER TRADE ANY OF THESE VEHICLES

Date: August 1, 2011

Subject: Mandatory Stop-Sale/Voluntary Safety Recall 20Q8
Fuel Supply Line
2011-2012 Model Year Audi R8 Spyder

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

This is to inform you that Audi has notified the NHTSA of an upcoming voluntary safety recall affecting some 2011-2012 model year Audi R8 Spyder vehicles. Because of this, a mandatory stop-sale order has been put in place for vehicles affected by this voluntary safety recall.

Mandatory Stop-Sale Order

Effective immediately, 2011-2012 model year Audi R8 Spyder vehicles in dealer inventory are under a mandatory stop-sale order.

Important Reminder on Vehicles Affected by Safety & 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.

What should dealers do?

- The affected 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.



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- 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.
- Dealers should, at customer request, inspect any vehicle where the customer has indicated that they are concerned about driving their vehicle. Prior to the 20Q8 code being made visible in ElsaWeb, please contact Warranty to confirm vehicle eligibility for this recall.

What will Audi do?

- On or about August 2, 2011, the 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.
- Currently, a very limited supply of repair parts is available, and these parts are being reserved to address customer vehicles that are “car down” situations. If parts are not available, dealers should help arrange alternative transportation (i.e.: loaner vehicles) for these customers, and give priority to the vehicle repair once parts are available. These parts can also be used for inventory vehicles that dealers have identified for pending sale/delivery to customers.

Upcoming Voluntary Safety Recall 20Q8

Problem Description: 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.

Corrective Action: 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.

Customer Mailing: Depending on parts availability, customer notification is anticipated to take place in August 2011.

Code Visibility Date: The 20Q8 code will be made visible in the system once we have adequate parts supply on hand. Until then, please make every effort to address customer vehicles that may be experiencing the campaign issue as per the instructions provided in the 20Q8 campaign circular.



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Circular Release Date: Repair instructions will be available in ElsaWeb and ServiceNet shortly. Please ensure that all dealership personnel with campaign-related responsibilities have been provided with this important information.

Allocation List Release Date: All dealers are asked to check their AIM report to see if they have any in-stock vehicles affected by the mandatory stop-sale. Only dealers with inventory vehicles affected by this action will see cars tagged with the 20Q8 code on their AIM report. Once adequate parts supply is on hand, we will make updated allocation lists available under My Dealership Reports on AccessAudi prior to customer notification.

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