

IMPORTANT SAFETY RECALL

Audi of America, Inc.



Audi of America, Inc.
3800 Hamilin Rd.
Auburn Hills, MI 48326
www.audiusa.com

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Safety Recall 23J8/K5
2.0L TDI Common Rail Diesel Engine/Clean Diesel Engine Fuel Injection Lines
2010-2012 Model Year Audi A3**

Dear Audi Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in some Audi vehicles equipped with a 2.0L TDI common rail diesel engine/clean diesel engine. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Certain fuel injection pulses during catalyst and particle filter regeneration could coincide with the natural frequency of the #2 fuel injector line during specific engine load and RPM conditions. This resonance creates additional stress on the fuel line which a small number of parts cannot withstand over lifetime. As a contributory factor, one supplier has used tube material with scratch marks from a grinding process during certain production periods. Injector lines using this material exhibit a significantly higher failure rate. Due to the possible resonance condition, single fuel injection lines could develop small cracks which could lead to fuel leakage. Leaking fuel, in the presence of an ignition source, may lead to a fire.

Precautions You Should Take

If you should smell fuel in your vehicle, please have the vehicle inspected by an authorized Audi dealer or qualified repair shop without delay.

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What Will Audi Do?

To help prevent this issue from occurring, dealers will install vibration dampers on all four fuel injection lines. The #2 diesel fuel injector line will also be replaced. This work will be performed for you free of charge.

What We Would Like You to Do

Please contact your authorized Audi dealer to schedule a repair appointment without delay. This work will take less than one hour, and will be performed at no cost to you. 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.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have You Changed Your Address Or Sold The Vehicle?

If you have, 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.

Service Help from Us

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

*Audi of America, Inc.
Attn: Customer Relations – Hills East (23J8/K5)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-253-2834*

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 also invite you to visit our website at www.audiusa.com where you can check to see if this or any other action may be open on your vehicle.

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. Thank you for your continued loyalty!

Sincerely,

Audi Product Quality & Technical Service

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Auburn Hills, MI 48326
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Sincerely,

Audi Product Quality & Technical Service

IMPORTANT SAFETY RECALL



Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
Tel. 1 800 893 5298

<MONTH YEAR>

<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

Subject: Safety Recall 23J9/V5

2.0L TDI Common Rail Diesel Engine/Clean Diesel Engine Fuel Injection Lines

**2009-2012 Model Year Volkswagen Jetta & Jetta SportWagen and
2010-2012 Model Year Volkswagen Golf**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some Volkswagen vehicles equipped with a 2.0L TDI common rail diesel engine/clean diesel engine. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Certain fuel injection pulses during catalyst and particle filter regeneration could coincide with the natural frequency of the #2 fuel injector line during specific engine load and RPM conditions. This resonance creates additional stress on the fuel line which a small number of parts cannot withstand over lifetime. As a contributory factor, one supplier has used tube material with scratch marks from a grinding process during certain production periods. Injector lines using this material exhibit a significantly higher failure rate. Due to the possible resonance condition, single fuel injection lines could develop small cracks which could lead to fuel leakage. Leaking fuel, in the presence of an ignition source, may lead to a fire.

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What Will Volkswagen Do?

To help prevent this issue from occurring, dealers will install vibration dampers on all four fuel injection lines. The #2 diesel fuel injector line will also be replaced. This work will be performed for you free of charge.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer to schedule a repair appointment without delay. This work will take less than one hour, and will be performed at no cost to you. 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.

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Service Help from Us

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*Volkswagen of America, Inc.
Attn: Customer CARE Center – Hills East (23J9/V5)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298*

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 also invite you to visit our website at www.vw.com, where you can check to see if this or any other action may be open on your vehicle.

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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

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