



Frequently Asked Questions (FAQ) Upcoming Voluntary Safety Recall Campaign 20Q8

SUMMARY

- **Campaign Code:** 20Q8
- **Launch Date:** Anticipated August 2011
- **Code Visibility Date:** Anticipated August 2011
- **Customer Notification Date:** Anticipated August 2011
- **Circular Release Date:** Anticipated August 2011
- **Allocation List Release Date for Additional Vehicles:** Anticipated August 2011
- **Affected Vehicles:** 2011-2012 MY Audi R8 Spyder
- **Number of Vehicles Affected:**
 - USA: 920
 - Canada: 100
- **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:** Inspect the affected fuel line for damage and replace it if necessary. Also inspect and, as needed, adjust the position of the fuel line and heat shield in order to ensure correct clearance between the two.

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 or Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Can the vehicle be driven until it is repaired?

Yes, affected vehicles can continue to be driven as usual. However, if a customer can smell fuel in the vehicle, they are advised to proceed immediately to the nearest authorized Audi dealer or qualified workshop if they believe it is safe to do so, in order to have the fuel system on the vehicle inspected.

How can dealers assist customers with “car down” situations, or customers who indicate that they are concerned about driving their vehicle before the repair is made?

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.

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.

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.

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNET. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

Is a loaner vehicle being covered under this action?

Yes, a one-day loaner vehicle will be allowed under this action. Please refer to the 20Q8 campaign circular for information on claiming the one-day loaner.

Is towing being covered under this action?

Yes, a tow to the nearest dealer would be covered if requested.

How long does the repair take?

The inspection and repair (if needed) is anticipated to take less than two hours to complete; however dealers may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

If a customer paid out-of-pocket for a fuel line /replacement due to the issue addressed in this recall, can they apply for reimbursement under this campaign?

In the event that a customer incurred out-of-pocket expenses directly relating to this recall, they can apply for reimbursement. Customers should refer to the reimbursement instructions enclosed with their campaign notification letter, or they can contact Audi Customer CARE directly for reimbursement instructions.

Who should dealers contact if they have additional questions?

United States dealers with additional questions about this or any other campaign should contact Warranty (866) 306-8447 for assistance. Canadian dealers with additional questions about this or any other campaign should contact their Warranty Specialist. As always, press inquiries should be directed to Audi Public Relations.

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