

## IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. 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. If you have questions regarding this or any other campaign, please contact Warranty



Audi

# Safety Recall

**U.S. ONLY**

**Code: 20Q8**

**Subject: 2011 – 2012 model year Audi R8 Spyder  
Fuel Supply Line**

**REVISION**

August 23, 2011

### Revision Summary:

- **Front matter updated to reflect owner notification mailing.**
- **Customer Delight information added to SAGA claiming instructions.**
- **Canadian references removed since separate circular is created.**

### R8 Repair Requirements

**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.**

### 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.

### VIN Ranges & Production Dates

#### **NOTE:**

- *ElsaWeb is the only valid campaign inquiry/verification source. Check ElsaWeb on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".*
- *If this repair appears to have already been performed on the vehicle but the code still shows open in ElsaWeb, contact Warranty before proceeding further. Another dealer may have recently performed this repair but not yet entered a claim for it in the system.*
- *ElsaWeb may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this campaign.*
- *Contact Warranty if you have any questions.*

**U.S.A.**

**2011-2012 R8 Spyder**

**WUA\_\_FG\_BN000134 – WUA\_\_FG\_CN000333**

**Production date: May 18, 2010 – June 22, 2011**

**NOTE:** The VIN range is a general range of vehicles that may be included in the Campaign. Not every vehicle within the VIN range may be included since it may depend on the production date, transmission or engine build date. Always verify ElsaWeb for campaign eligibility on a vehicle.

### Allocation List of Affected Inventory Vehicles

#### (R8 Certified Dealers Only)

On August 2<sup>nd</sup> the affected inventory vehicles were identified on a dealer's AIM report with the campaign code **20Q8**. All dealers should check their AIM report to see if they have any in-stock vehicles affected by this recall and associated mandatory stop-sale. Only dealers with affected vehicles will have cars tagged with the **20Q8** on their AIM report.

#### Allocation List of Affected Customer Vehicles

#### (R8 Certified Dealers Only)

Electronic allocation lists will be posted under My Dealership Reports on AccessAudi on or about August 23, 2011. A list will not be posted for dealers who have no affected vehicles.

### Parts Allocation

Currently, a very limited supply of repair parts is available so there is no parts allocation at this time. Once a sufficient supply is available, a parts allocation will take place. If a replacement fuel line is needed, contact the technical helpline and open an ATA ticket.

### Owner Notification Mailing

On or about August 23, 2011, Audi plans to notify all known owners of affected vehicles by first class mail.

### Mandatory Stop-Sale

On August 2<sup>nd</sup> there was a mandatory stop-sale order on inventory vehicles affected by this recall. This is still in effect for any vehicles in inventory.

- 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.

### 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.**

## **Claim Entry Procedure**

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb.** 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 (4.2L)**

Check ElsaWeb to determine whether the “20Q8” campaign is open.

**Service No.: 20Q8**  
**Damage Code: 0099**

#### **Parts Manufacturer**

**Removed part:** Use vendor code **002**

Sold vehicle = 7 10

Unsold vehicle = 7 90

#### **Accounting Instructions**

##### **Criteria I.D. 42 (4.2L)**

Modify heat shield, inspect fuel line, no further work required

**Repair operation:** 2038 01 99                      60 T.U.

**OR**

Modify heat shield, inspect and adjust fuel line

**Repair operation:** 2038 55 99                      75 T.U.

**OR**

Modify heat shield, inspect and replace fuel line

**Repair operation:** 2038 56 99                      120 T.U.

<b><u>Quantity</u></b>	<b><u>Part Number</u></b>	<b><u>Part Description</u></b>
1 (if needed)	427 201 215 D	Fuel Supply Line (4.2L)

***Loaner car should not be charged on the 20Q8 campaign claim. Dealers should provide a service loaner vehicle as found in the Audi R8 dealer agreement. Pick-up and delivery of vehicles should be arranged through the Audi R8 pick-up and delivery program.***

***(See page 4 for Customer Delight Program Claiming Instructions)***

#### **If customer refused repairs**

Fax the Repair Order to the warranty team at (248) 754-6533. Provide the VIN, applicable Service Number, Customer information, Dealer number and date.

## Saga Claim Entry Procedure (5.2L)

Check ElsaWeb to determine whether the “20Q8” campaign is open.

**Service No.:** 20Q8

**Damage Code:** 0099

### Parts Manufacturer

**Removed part:** Use vendor code **002**.

Sold vehicle = 7 10

Unsold vehicle = 7 90

### Accounting Instructions

#### Criteria I.D. 52 (5.2L)

Modify heat shield, inspect fuel line, no further work required

**Repair operation:** 2038 01 99 60 T.U.

**OR**

Modify heat shield, inspect and adjust fuel line

**Repair operation:** 2038 55 99 75 T.U.

**OR**

Modify heat shield, inspect and replace fuel line

**Repair operation:** 2038 56 99 120 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1 (if needed)	427 201 215 E	Fuel Supply Line (5.2L)

***Loaner car should not be charged on the 20Q8 campaign claim. Dealers should provide a service loaner vehicle as found in the Audi R8 dealer agreement. Pick-up and delivery of vehicles should be arranged through the Audi R8 pick-up and delivery program.***

***(See page 4 for Customer Delight Program Claiming Instructions)***

### If customer refused repairs

Fax the Repair Order to the warranty team at (248) 754-6533. Provide the VIN, applicable Service Number, Customer information, Dealer number and date.

**NEW**

**Customer Delight Program Claiming Instructions**

Only if the customer agreed to these arrangements, claim Customer Delight items as follows:

**(Claim in outside labor)**

Detailing\*

\* The detailing reimbursement amount submitted should be the actual cost of the detailing, not to exceed \$150.00. Sublet or internal bill required.

**Repair operation:** CAWA 1600                      Up to \$150  
**AND/OR**

Fuel\*\*

\*\* The fuel reimbursement amount submitted should be the number of gallons filled x \$4.50 per gallon, not to exceed \$95.00. Labor time to fill the gas tank is not reimbursed.

**Repair operation:** AU26 1600                      Up to \$95.00  
**AND/OR**

**Claim Comments:** 20Q8 fuel Line repair, detailing and/or fuel reimbursement

***Loaner car should not be charged on the 20Q8 campaign claim. Dealers should provide a service loaner vehicle as found in the Audi R8 dealer agreement. Pick-up and delivery of vehicles should be arranged through the Audi R8 pick-up and delivery program.***

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. ©2011 Audi of America LLC. All Rights Reserved.

## Customer Letter Example (United States)

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**Vehicle Identification Number (VIN):** <VIN>

<MONTH YEAR>

**Subject: Safety Recall 20Q8/K1  
2011-2012 Model Year Audi R8 Spyder  
Fuel Supply Line**

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 2011-2012 model year Audi R8 Spyder vehicles. Our records show that you are the owner of one of these vehicles.

### **What Is The Issue?**

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.

### **What Audi Will Do**

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. All of this will be performed at no cost to you.

### **What We Would Like You To Do**

Please contact your authorized Audi dealer (with the designation Audi R8 Certified Point or R8 Service Point) and arrange for an appointment without delay. This service will take about two hours and will be free of charge. 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 moved, 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 a repair directly related 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 (20Q8/K1)  
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](http://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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If there are questions regarding the work procedure, contact Warranty

**⚠ Note: This campaign is to be performed at an authorized Audi dealer with the designation Audi R8 Certified Point or Audi R8 Service Point by Audi R8 Certified technicians ONLY!**

### Parts if necessary:

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1 (if needed)	427 201 215 D	Fuel Supply Line (4.2L)
1 (if needed)	427 201 215 E	Fuel Supply Line (5.2L)

### Required Tools:

Tools:



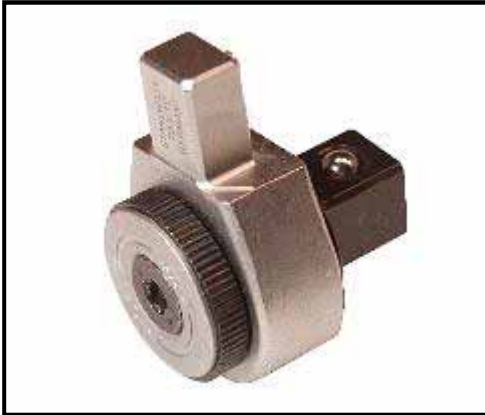
- VAG 1783 – Torque Wrench 2-10Nm (or equivalent)



- VAG 1331 – Torque Wrench 5-50Nm (or equivalent)



- VAG 1331/6 - Tool Insert, AF 17 (or equivalent)



- VAG 1331/1 – Ratchet, reversible (or equivalent)

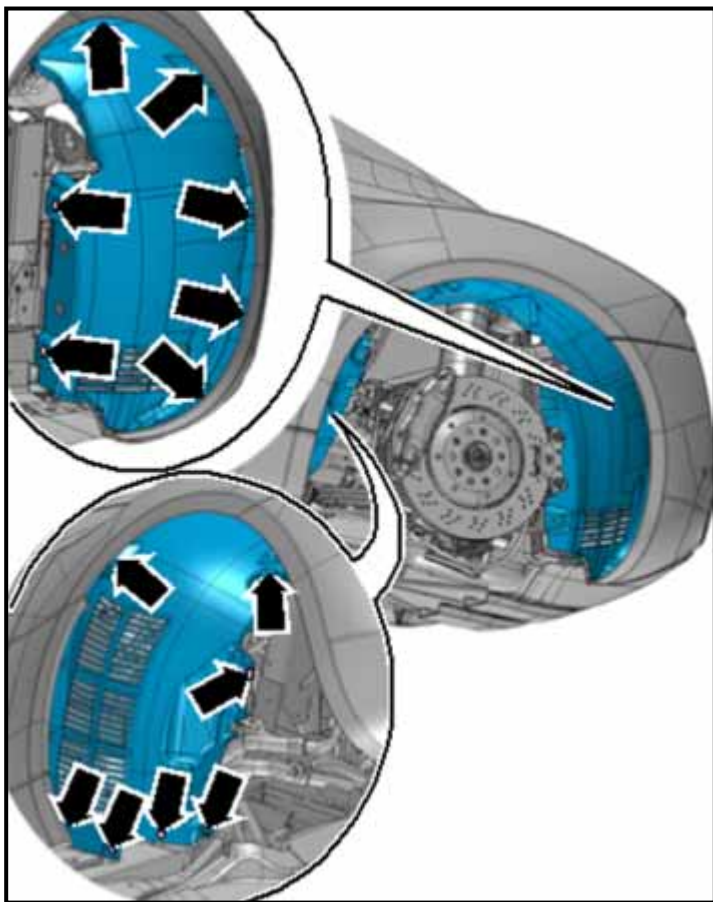


- VAG 1331/10 – Flared ring spanner tool insert, AF 17 (or equivalent)



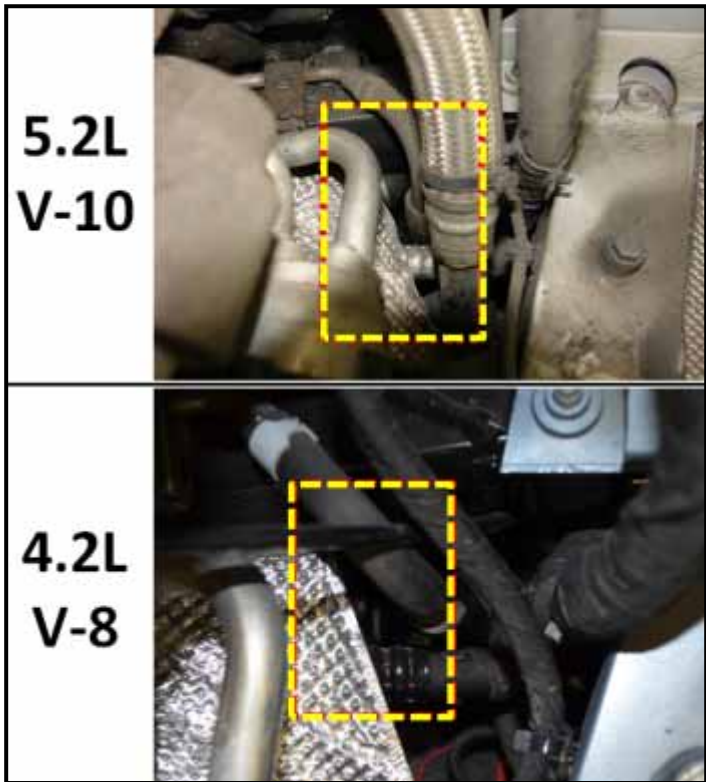
- VAG 1332 – Torque Wrench 40-200Nm (or equivalent)

**Work Procedure:**



**Section A – Modify Heat Shield and Inspect Fuel Line**

- Raise vehicle on hoist
- Obtain wheel bolt key from front storage compartment and remove left rear wheel
- ⇐ Remove screws <arrows> for wheel housing liner and remove liner from vehicle.




- ⇐ Identify area for visual inspection <rectangle>


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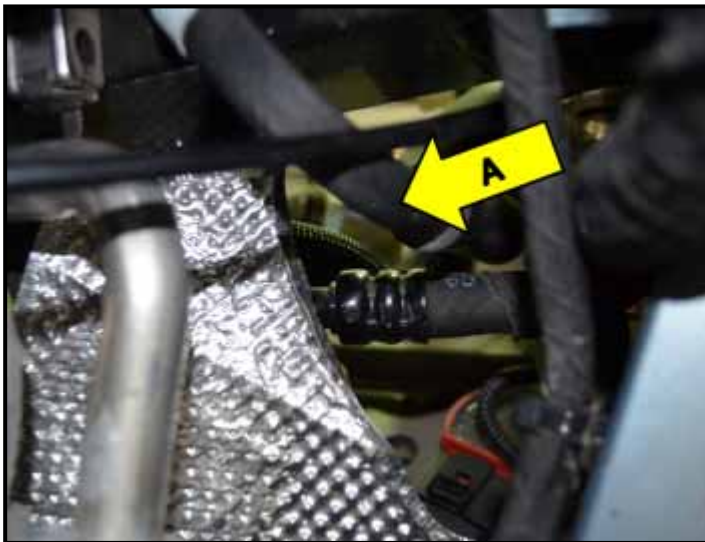




 Tip: Use gloves to avoid sharp edges of heat shield

- ⇐ Using your hands, carefully roll the heat shield back approximately 120° as shown <arrows> in any areas that may come in contact with the fuel line

 Note: Ensure that no sharp edges are formed along the rolled area of the heat shield




- ⇐ Inspect the fuel line <arrow A> for damage previously caused by rubbing against heat shield

- If fuel line **does not show any signs of wear or chafing**, continue to **Section B** to inspect fuel line clearance
- If fuel line **does show any signs of wear or chafing**, create an ATA ticket and contact Audi Technical Helpline to receive part. Once part is received, proceed to **Section C** to replace the fuel line

### Section B – Check Fuel Line Clearance



- ⇐ Inspect clearance between fuel line and modified heat shield <arrows>

 Note: Clearance between fuel line and modified heat shield <arrows> should be approximately 20mm at minimum

- If **CLEARANCE IS ADEQUATE**, continue to **Section E**
- If **CLEARANCE IS NOT ADEQUATE**, continue to **Section C**

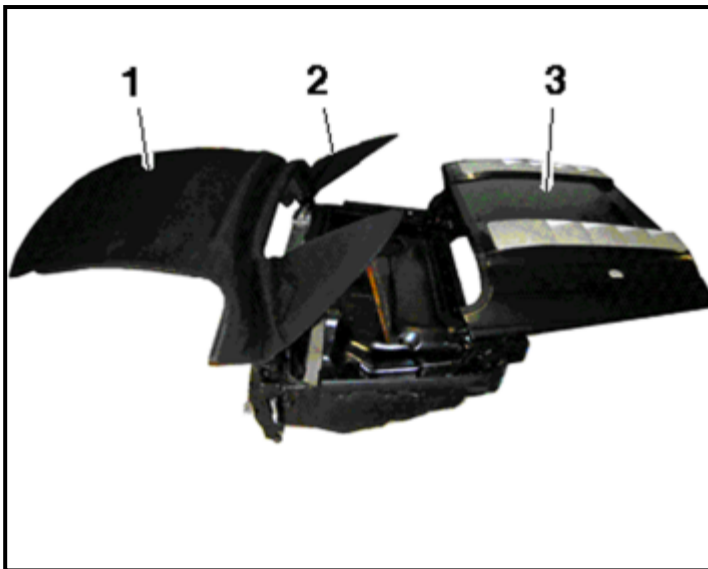
## Section C – Placing Convertible Top in Service Position



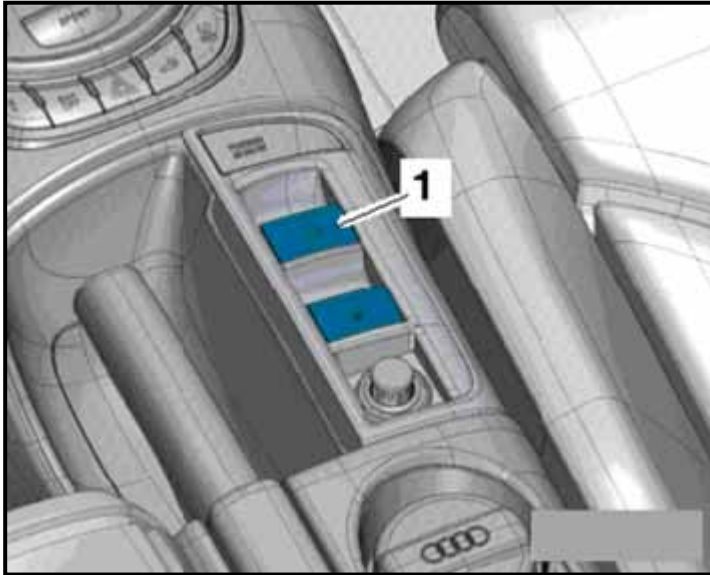
### WARNING:

Danger of personal injury if the convertible top compartment cover is not completely open.

- ◆ The convertible top compartment cover must move all the way to the rear into its end position.
- ◆ Bleed the hydraulic pressure completely before starting any work on the convertible top system.
- ◆ Reason: after approximately 6 minutes the convertible top control module will bleed the hydraulic pressure and the convertible top compartment cover could fall down uncontrolled.
- ◆ All work must be performed with the hydraulic pressure bled.



- Lower vehicle on hoist without allowing wheels to touch the ground
- ⇐ Turn on the ignition and open the convertible top <1> until the displayed position of the convertible top, convertible top fins <2> and convertible top compartment cover <3> is reached
- ⇐ Secure the convertible top compartment cover <3> in the “open” position to prevent unintentional closing



⇐ Turn off the ignition and press the convertible top operation switch <1> for approximately 5 seconds to bleed the hydraulic system pressure

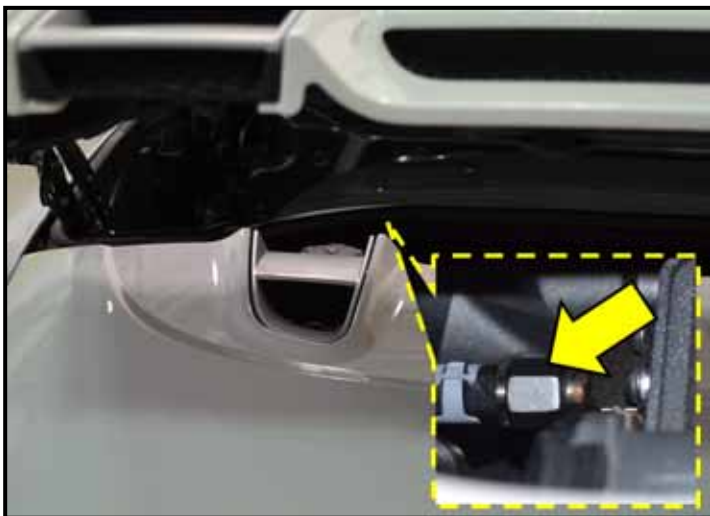
- If fuel line CLEARANCE ADJUSTMENT ONLY is necessary, **Continue to Section D1**
- If fuel line REPLACEMENT is necessary, **Continue to Section D2**

### Section D1 – Adjust Fuel Line Clearance

Perform **ONLY** if fuel line **ADJUSTMENT** is necessary:



Tip: Use a shop towel to catch residual fuel as fitting is loosened



⇐ Loosen fuel line fitting <arrow> and adjust clearance of fuel line to heat shield until adequate clearance is met (See Section B)



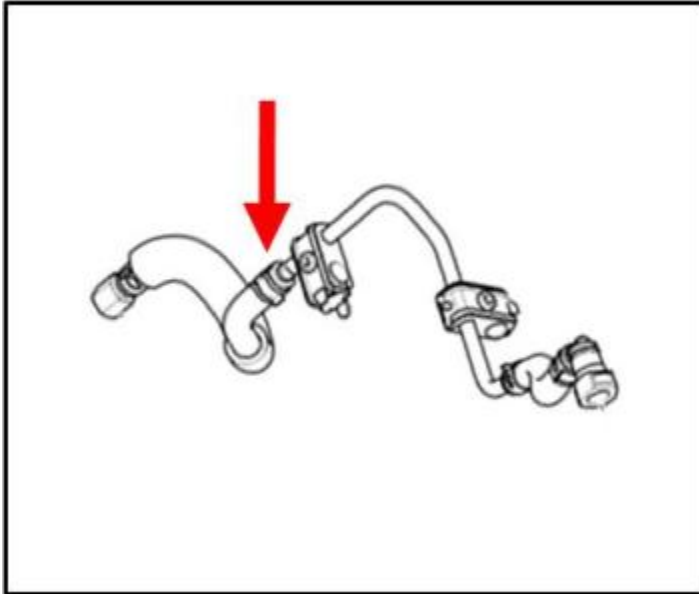
Note: As fuel line is tightened, clearance is affected. Adjustment may take several attempts



Tip: May require the aid of a second technician to hold fuel line in place while torque is applied to fitting

⇐ Torque fuel line fitting <arrow> to 28Nm using VAG 1331 torque wrench (or equivalent) and VAG 1331/6 tool insert (or equivalent), VAG 1331/1 reversible ratchet (or equivalent), VAG 1331/10 Flared ring spanner tool insert (or equivalent)


- Start vehicle and allow to idle for a few minutes and check fuel line connection for leaks
- **Continue to Section E**

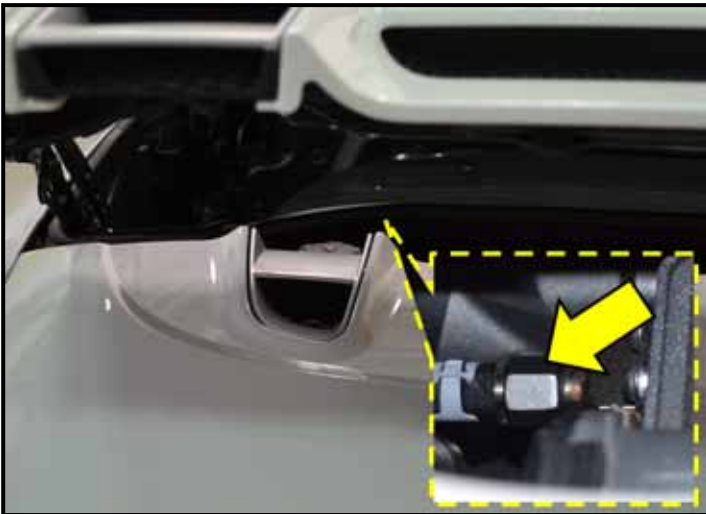



### Section D2 – Replace Fuel Line

#### Perform when fuel line REPLACEMENT is necessary:

- Obtain new fuel line part number as follows:
  - 4.2L = 427 201 215 D
  - 5.2L = 427 201 215 E
- ⇐ Carefully remove the spring clip <arrow> on the new fuel line and separate the rubber line from the steel line

 Tip: Only the rubber portion of the fuel line will be replaced under this action.



 Tip: Use a shop towel to catch residual fuel as fitting is loosened

- ⇐ Remove fuel line fitting <arrow>
- ⇐ Install new fuel line (rubber portion only) loosely onto fitting (do not torque at this time)
- Raise vehicle on hoist



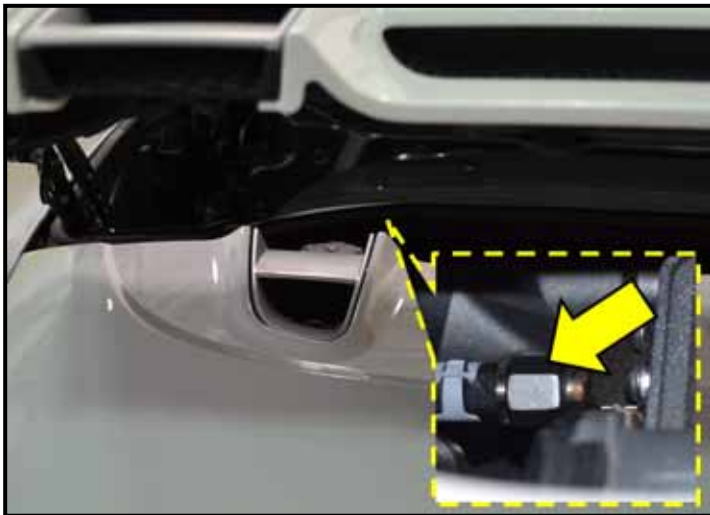
**i** Tip: Use a shop towel to catch residual fuel

⇐ Remove spring clip <arrow> and remove rubber portion of damaged fuel line from vehicle

⇐ Install new rubber fuel line onto existing steel fuel line and secure spring clip <arrow> properly into position

**!** Note: DO NOT use any lubricant to install rubber line

- Lower vehicle on hoist
- Adjust clearance of new fuel line to heat shield until adequate clearance is met (see Section B)



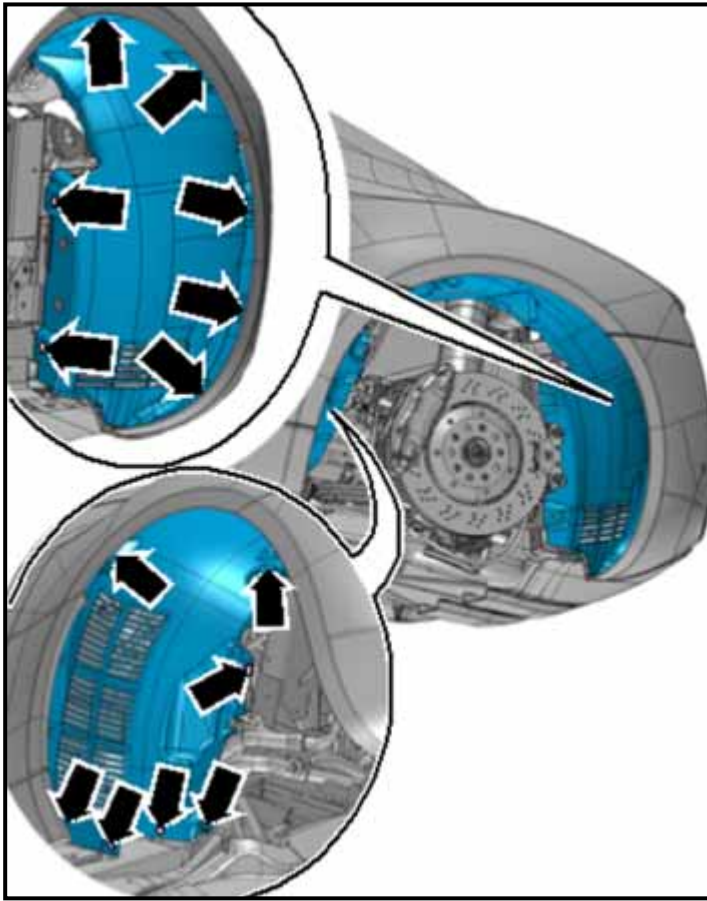
**!** Note: As fuel line is tightened, clearance is affected. Adjustment may take several attempts

**i** Tip: May require the aid of a second technician to hold fuel line in place while torque is applied to fitting

⇐ Torque fuel line fitting <arrow> to 28Nm using VAG 1331 torque wrench (or equivalent) and VAG 1331/6 tool insert (or equivalent), VAG 1331/1 reversible ratchet (or equivalent), VAG 1331/10 Flared ring spanner tool insert (or equivalent)

- Start vehicle and allow to idle for a few minutes and check fuel line connections for leaks

• **Continue to Section E**



## Section E – Reinstalling Wheel Housing Liner and Wheel

- If necessary raise vehicle on hoist
- ⇐ Reinstall wheel housing liner and torque screws <arrows> to 4Nm
- ⇐ Reinstall left rear wheel properly and torque wheel nuts diagonally to 120Nm
- Replace wheel nut key back into front vehicle storage compartment if previously removed
- Restore convertible top to its proper position if applicable
- **Continue to Section F**

## Section F – Parts Disposal

### Parts Return/Disposal

Consistent with Warranty Policies and Procedures guidelines, properly destroy and dispose of removed parts, unless otherwise indicated and/or requested through SAGA

### WORK COMPLETE