

Audi of America, Inc.



Date: December 17, 2013

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

From: Audi Product Compliance

Subject: Revision to Voluntary Safety Recall 20U6  
Fuel Line

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

This is to inform you of a revision to the Safety Recall 20U6 repair procedure. The repair procedure has been updated to eliminate the air filter housing removal, and as a result the time units to perform this recall have been adjusted.

- Please ensure all technicians review the updated procedure published on Elsa and ServiceNet.
- Please ensure all printed copies are destroyed and no longer available.

Audi Product Compliance

Audi of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326  
+1 248 754 5000  
[www.audiusa.com](http://www.audiusa.com)

## 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.**



# Safety Recall

Code: 20U6

Subject: 2013-2014 MY Audi S6 and S7  
Fuel Line

**REVISION**

December 18, 2013

### Revision Summary

**Eliminated air filter housing removal from work procedure and reduced T.U.s on SAGA sheet**

### Problem Description

Due to manufacturing tolerance issues, a fuel line in affected vehicles can become damaged over time. If this happens, it could result in a fuel leak. Leaking fuel, in the presence of an ignition source, can lead to a fire.

### Corrective Action

Inspect and, if necessary, replace fuel line.

### Affected Vehicles

**U.S.A. and CANADA:**

**2013-2014 Audi S6, S7**

**Verify the open Campaigns/Actions screen in Elsa to determine if the VIN applies to this Campaign/Action**

#### **NOTE:**

- *Elsa is the only valid campaign inquiry/verification source. Check Elsa 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 Elsa, contact Warranty before proceeding further, e.g. a dealer may have recently performed this repair but not yet entered a claim for it in the system.*
- *Elsa 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.*

### Inventory Vehicle Open Campaign/Action Report (AIM)

On or about September 26, 2013 affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on [www.accessaudi.com](http://www.accessaudi.com) & AIM). A list was not posted for dealers who did not have any affected vehicles.

### Campaign Customer Allocation Report

Electronic Campaign Customer Allocation reports will be posted under My Dealership Reports on AccessAudi on or about October 22, 2013. A list will not be posted for dealers who have no affected vehicles.

### Parts Information and Allocation

Parts allocation will take place prior to customer notification. If you have exhausted your allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to [upperorderlimits@audi.com](mailto:upperorderlimits@audi.com). If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

### Owner Notification Mailing

On or about October 22, 2013 the customer mailing will take place. A sample copy of the owner letter is enclosed.

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

### Mandatory Stop-Sale

There is a mandatory stop-sale order on inventory vehicles affected by this recall.

- As of October 1, 2013, a parts allocation was provided to dealers to address all inventory vehicles affected by this recall and stop sale.
- If you have an affected vehicle, **DO NOT** sell, lease, or dealer trade it until the repair has been completed. If you are using an affected vehicle as a demo, discontinue doing so immediately until this recall repair has been completed.
- Please keep any affected vehicle in a secure area where it cannot be made available for sale, lease or trade until the repair has been completed.

## 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 Elsa.** Claims will only be paid for vehicles that show this campaign open in Elsa 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**

Check Elsa to determine if this campaign is open.

**Service No.:** 20U6  
**Damage Code:** 0099

#### Parts Manufacturer

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

Sold vehicle = 7 10

Unsold vehicle = 7 90

#### Accounting Instructions

**Criteria 01** – Inspect fuel line, no replacement necessary

**Repair operation:** 0183 00 99 10 T.U.

OR

**Criteria 01** – Replace fuel line

**Repair operation:** 2038 55 99 **150 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1.00	4G0 201 545 BB	Fuel line
1.00	4G0 201 449 AG	Double Clip
1.00	7L6 018 883	Clip (if necessary)
9.00	4G0 201 190	Fuel Line Retainer

***There is NO reimbursement for Vehicle Wash or Loaner***

#### If customer refused repairs

Fax the Repair Order to the warranty team at (248) 754-4558 (U.S) and (905) 428-4811 (CAN). Provide the VIN, applicable Service Number, Customer information, Dealer number and date.

## Customer Letter Example

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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

**Subject: Safety Recall 20U6 – Fuel Line  
2013-2014 Model Year Audi S6 and S7**

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 2013-2014 model year Audi S6 and S7 vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Due to manufacturing tolerance issues, a fuel line in affected vehicles can become damaged over time. If this happens, it could result in a fuel leak. Leaking fuel, in the presence of an ignition source, can lead to a fire.

**What will we do?** To help identify and correct this defect, your authorized Audi dealer will inspect and, if necessary, replace a fuel line in your vehicle. This work will take about two hours to complete and will be performed for you free of charge.

**What should you do?** Please contact your authorized Audi dealer without delay to schedule this recall repair. 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.

**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.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, 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.

**Can we assist you further?** 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 Experience (20U6/L8)  
3800 Hamlin Road, Auburn Hills, MI 48326  
1-800-253-2834  
[www.audiusa.com](http://www.audiusa.com)

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 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 Compliance

## Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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

**Subject: Safety Recall 20U6 – Fuel Line  
2013-2014 Model Year Audi S6 and S7**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in some 2013-2014 model year Audi S6 and S7 vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** Due to manufacturing tolerance issues, a fuel line in affected vehicles can become damaged over time. If this happens, it could result in a fuel leak. Leaking fuel, in the presence of an ignition source, can lead to a fire.
- What will we do?** To help identify and correct this defect, your authorized Audi dealer will inspect and, if necessary, replace a fuel line in your vehicle. This work will take about two hours to complete and will be performed for you free of charge.
- What should you do?** Please contact your authorized Audi dealer without delay to schedule this recall repair. 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.
- 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.
- Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, 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.
- Can we assist you further?** 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 Canada  
Attn: Customer Relations (20U6/L8)  
PO Box 842, Stn. A  
Windsor, ON N9A 6P2  
1-800-822-2834  
[www.audi.ca](http://www.audi.ca)

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 Compliance

If there are questions regarding the work procedure:

- U.S. dealers, contact Warranty
- Canadian dealers, open an ATA ticket using concern group “Compliance\_Recall Assistance (C)”

**Required Parts:**

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1.00	4G0 201 545 BB	Fuel line
1.00	4G0 201 449 AG	Double Clip
1.00	7L6 018 883	Clip (if necessary)
9.00	4G0 201 190	Fuel Line Retainer

**Required Tools:**



- Trim Release Lever, T10039



- Heavy-Duty Wheel Lug Torque Wrench, CNT97354 or Equivalent

## Work Procedure

Applicable Criteria ID (s)	Campaign/Action Status
01	Open

**EXAMPLE**

### Section A – Check for Previous Repair

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen



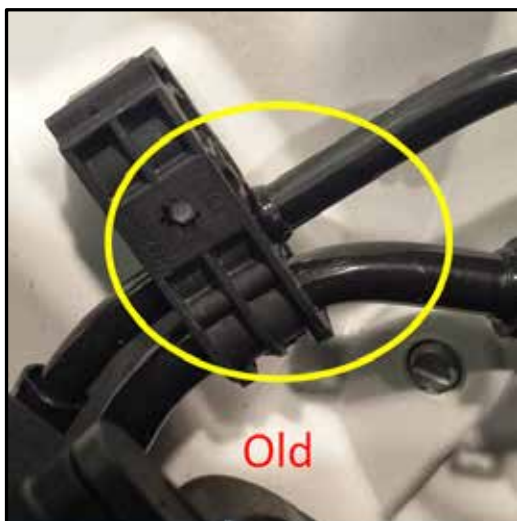
Tip: On the date of repair, print this screen and keep a copy with the repair order

- Û Ensure that the Status is “Open” <arrow 2>
- Û Note the Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and corresponding parts associated

### Proceed to Section B

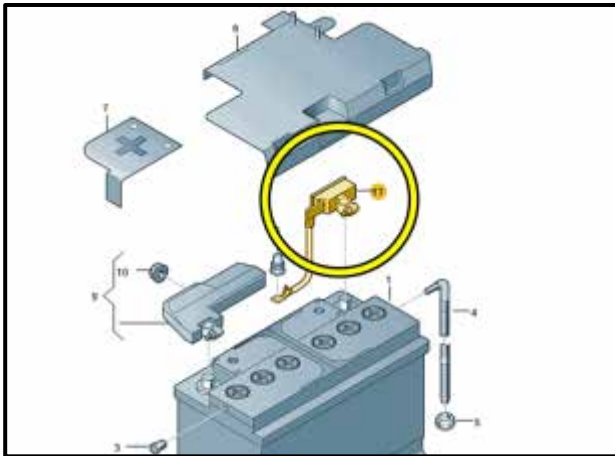
### Section B – Inspect Fuel Line

- Open the hood.
- Û Inspect the fuel line for flange <circle>
  - If the flange is present **continue to Section C**
  - If the flange is not present continue to next step.





- Ü Inspect for the new clamp
  - If the clamp is not present **continue to Section C**
  - If the clamp is present no further work is required. **All work complete, continue to Section D**



### Section C – Replace Fuel Line

- Open the trunk.
- Open the spare tire cover.
- Ü Disconnect and isolate the negative battery cable <circle>.



- Open the hood.
- Ü Remove the engine cover <left>.





- Raise the vehicle on an appropriate hoist.
- Ü Disconnect the evaporative emissions line and the fuel supply line at the rear quick release connections <arrows>.



**WARNING:** The fuel lines must be disconnected at this location **FIRST**, prior to disconnecting the fittings under the hood. This will prevent potential damage the fuel system by fully releasing residual pressure.



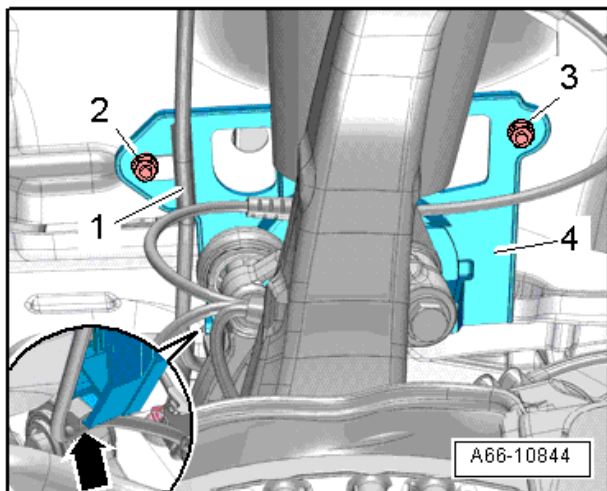
- Ü Disconnect the fuel supply line near the right front strut tower <arrow>.



**TIP:** Wrap a rag around the quick release connection on the fuel supply line to catch any residual fuel when the line is disconnected.

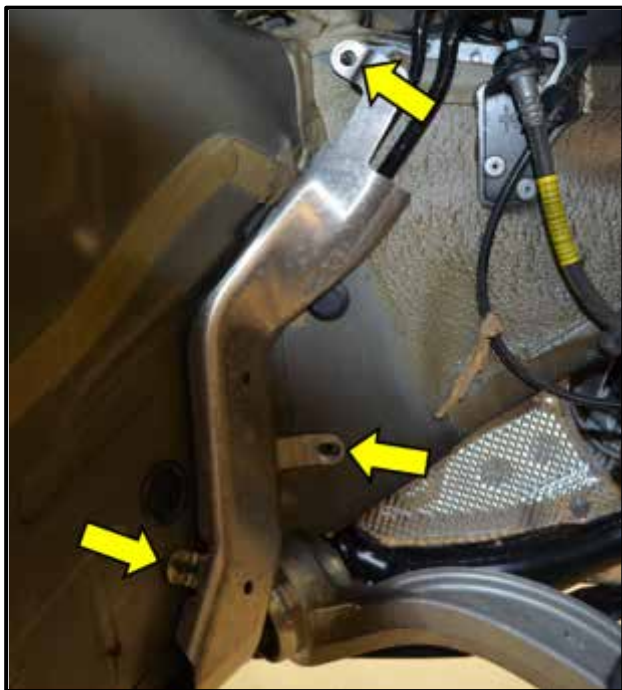


**TIP:** The fuel supply line is a smaller diameter than the evaporative emissions line.



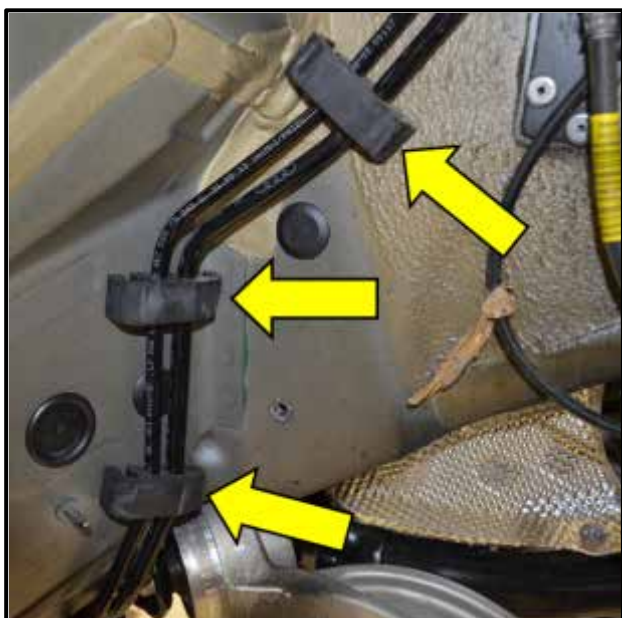
- Remove the right front wheel.
- Ü Remove the driveshaft cover mounting nuts <2, 3>.
- Ü Remove the driveshaft cover <4>.

Remove the right front wheel housing liner.



Ü Remove the three mounting nuts for the fuel line shield <arrows>.

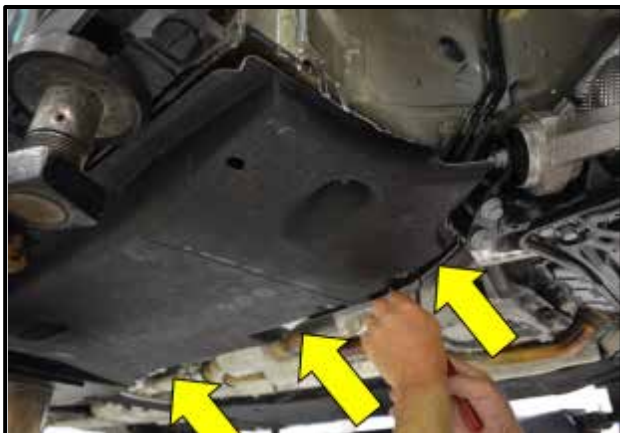
- Remove the shield.



Ü Remove the three rubber insulators from the fuel line assembly <arrows>.



**TIP:** At this point in the repair process, note the routing of the fuel supply line and evaporative emissions line behind the front strut. Take photos if necessary. When the fuel line is reinstalled it must be routed in exactly the same location and orientation in order to fit properly.



Ü Remove the right side underbody shields <arrows>.



Ü Use a gasket scraper, small size chisel, or equivalent, to carefully split each fuel line mounting clip as shown <circle>.

- Starting in the rear of the vehicle, remove the clips from the mounting studs using Trim Release Lever T10039.

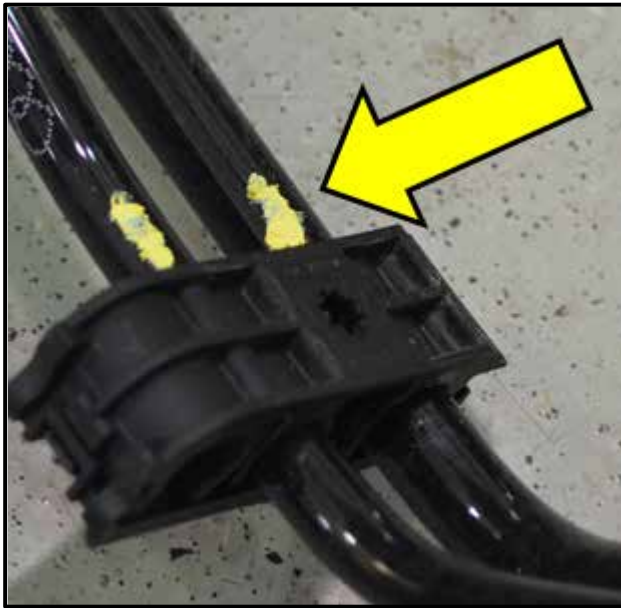


**WARNING:** The mounting studs may break if they are bent.

- Once the first three clips are disengaged from the body (starting from the rear), reconnect the evaporative emissions line to the quick release connector.



**WARNING:** After disconnecting the first three mounting clips from the body, the evaporative emissions line **MUST** be reconnected to the rear fitting. This vapor line is not removed from the vehicle during this procedure and must be supported in the rear to prevent damage.



Ü Mark the location of each mounting clip on the evaporative emissions line <arrow>.

- Open and remove each plastic clip from the fuel line assembly.
- Remove the fuel supply line from the vehicle.
- Install the new fuel supply line, 4G0 201 545 BB, into position.



**TIP:** Note the routing of the line behind the front strut. It must fit between the strut and the body, above the right front brake line mounting bracket.



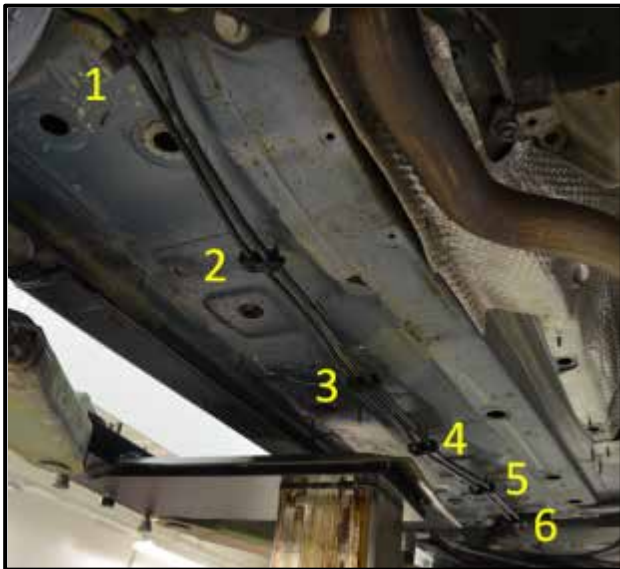
Ü Reconnect the quick release fittings at both the front and the rear of the fuel supply line <arrows>.



**WARNING:** Use caution during installation of the new fuel supply line. Do not bend or kink the line. Damage to the replacement fuel supply line or to the evaporative emissions line will not be covered under this action.



**TIP:** By reconnecting each end of the line first, it is positioned correctly to allow for reinstallation of the mounting clips.



- Install the new mounting clips, 4G0 201 190, onto the evaporative emissions line and the fuel supply line.
  - Use the markings previously applied to the evaporative emissions line as a guide for clip placement.
- Ü Install each mounting clip onto the appropriate stud in the order shown <left>.



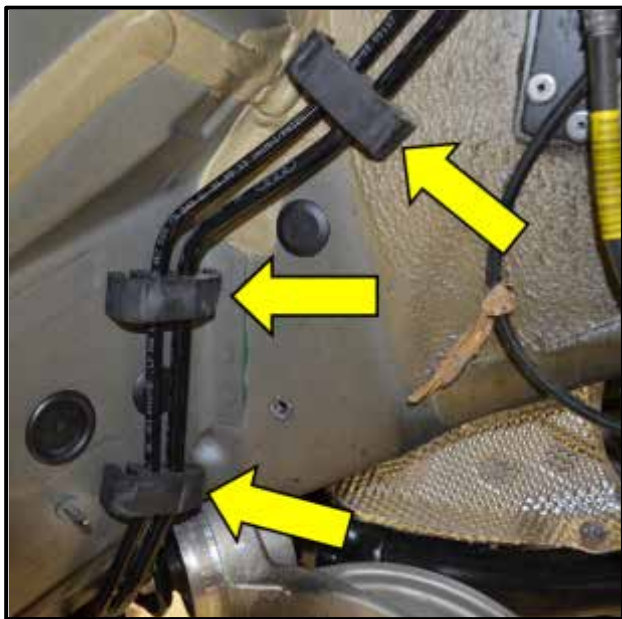
**TIP:** Once all the plastic clips are reinstalled inspect the fuel supply line and evaporative emission line routing. Verify both lines are secured to the body properly and that the lines are not able to rub against any components.



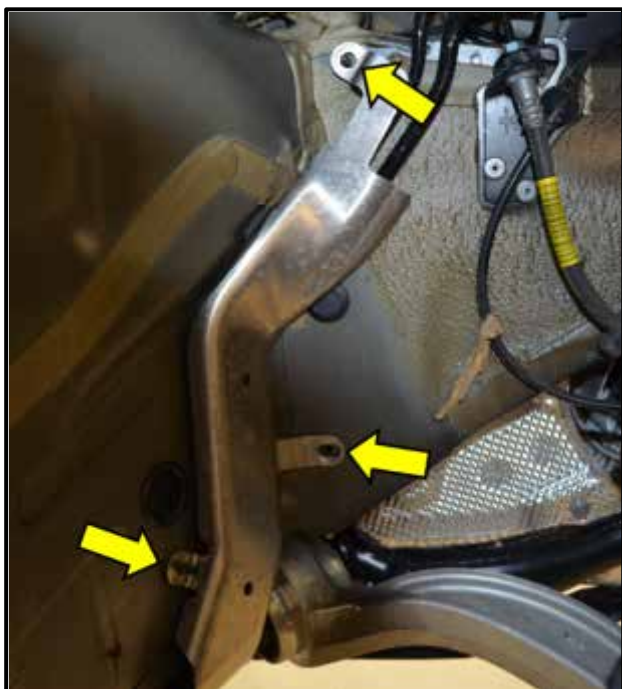
- Ü Inspect the fuel supply line and evaporative emissions line clearance where shown <circle>. Verify these lines do not contact the vehicle body.
- Reconnect the vehicle battery.
  - Start the engine
  - Verify the replacement fuel line is properly sealed and does not leak.



- Ü Reinstall the underbody shields <arrows>.



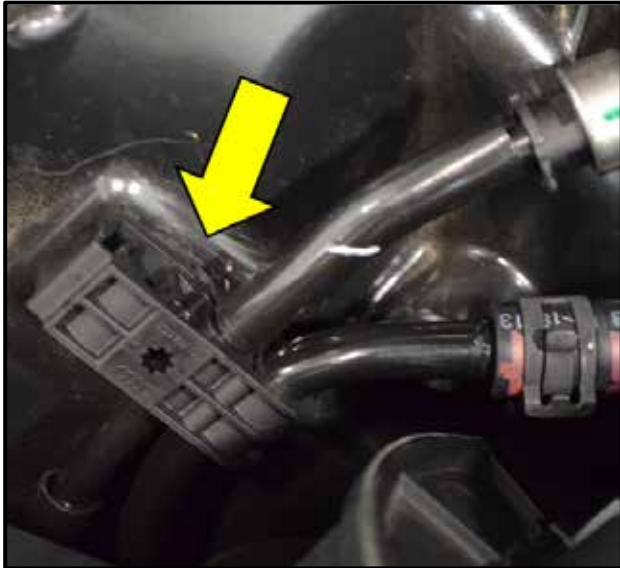
- Ü Install the three rubber insulators onto the fuel supply line and the evaporative emissions line <arrows>.



- Ü Reinstall the fuel line shield and mounting nuts <arrows>.



**TIP:** At this point in the repair process, note the routing of the fuel supply line and evaporative emissions line behind the front strut. Take photos if necessary. When the fuel line is reinstalled it must be routed in exactly the same location and orientation in order to fit properly.



- Position and install the mounting clip at the top end of the fuel supply line and evaporative emissions line <arrow>.



- Install new double clip, 4G0 201 449 AG, <circle>

- Reinstall the front fender liner.
- Reinstall and torque the right front wheel.
- Reinstall the engine cover.

### **Repair Work Complete**

**Continue to Section D**

### **Section D - Parts Return/Disposal**

Properly destroy or dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Shipping Portal (WPSP) for U.S. and SAGA for Canada.

**ALL WORK IS COMPLETE**