



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

January 26, 2015

Mr. CHRIS SANDVIG  
Volkswagen Group of America, Inc.  
3800 HAMLIN ROAD  
AUBURN HILLS, MI 48326

NVS-215SM  
15V-019

**Subject:** Fuel Injection System Fuel Leak

Dear Mr. SANDVIG:

This letter serves to acknowledge Volkswagen Group of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

AUDI/A6/2012  
AUDI/A7/2012-2013  
AUDI/Q7/2011-2012  
AUDI/S4/2011-2012  
AUDI/S5/2011-2012  
VOLKSWAGEN/TOUAREG HYBRID/2012

**Mfr's Report Date:** January 16, 2015

**NHTSA Campaign Number:** 15V-019

**Components:**

FUEL SYSTEM, GASOLINE:FUEL INJECTION SYSTEM:FUEL RAIL

**Potential Number of Units Affected:** 26,008

**Problem Description:**

Volkswagen Group of America, Inc. (Volkswagen) is recalling certain model year 2011-2012 Audi S4, S5, Q7, 2012 Audi A6, Volkswagen Touareg Hybrid, and 2012-2013 Audi A7 vehicles. In the affected vehicles the fuel injection system may experience a fuel leak.

**Consequence:**

A fuel leak in the injection system in the presence of an ignition source, increases the risk of a fire.

**Remedy:**

Volkswagen will notify owners, and dealers will replace the fuel rails and corresponding seals, free of charge. The recall is expected to begin March 10, 2015. Owners may contact Audi customer service at 1-800-822-2834 or Volkswagen customer service at 1-800-893-5298. Volkswagen's numbers for this recall are 24AP for Audi customers and 24BK for Volkswagen customers.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As required in Part 573.6(c)(6), in the case of a defect, please provide a chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information, with their dates of receipt. Please provide this information as soon as possible. OR As required in Part 573.6(c)(7), in the case of a noncompliance, please provide the test results and other information used to determine the existence of the noncompliance. Include the date of each test and observation that indicated that a noncompliance might or did exist. Please provide this information as soon as possible.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Mcshane who may be reached by phone at 202-366-7401, or by email at [sarah.mcshane@dot.gov](mailto:sarah.mcshane@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement