



**Audi**

## Frequently Asked Questions (FAQ) Voluntary Safety Recall 24AP

### SUMMARY

**Campaign Code: 24AP**

**Affected Vehicles:** Certain 2011-2013 Model Year Audi S4, S5, A6, A7 and Q7 with 3.0L TFSI Engine

**Problem Description:** Due to a combination of production tolerance issues and vehicle vibration during dynamic driving, it is possible that, in rare cases, a fuel leak may occur in the vehicle's fuel injection system. Leaking fuel, in the presence of an ignition source, may result in a fire.

Additionally, some vehicles may benefit from having the thermostat and/or the crankcase pressure valve updated. Repairs to these other components are not related to the safety recall, but can be easily performed at the same time as recall repair.

**Corrective Action:** To correct the safety defect, dealers will replace both fuel rails and the fuel injector seals. Additionally, some vehicles may also have the thermostat and/or the crankcase pressure valve updated. This work is not related to the safety recall, but can easily be performed at the same time as the recall repair.

**Some vehicles may have more than one criteria applicable. Check ElsaWeb to ensure that all applicable criteria are performed/claimed.**

**FOR 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.

### What are the counts by model and model year for this recall?

The counts for this recall can be found in the charts below:

Canada				
	2011	2012	2013	Grand Total
A6		672		672
A7		666		666
Q7	66	742		808
S4	93	825		918
S5	13	97		110
<b>Total</b>	<b>172</b>	<b>3002</b>	<b>0</b>	<b>3174</b>

USA				
	2011	2012	2013	Grand Total
A6		9465		9465
A7		6891	1	6892
Q7	732	3484		4216
S4	262	3767		4029
S5	66	1139		1205
<b>Total</b>	<b>1060</b>	<b>24746</b>	<b>1</b>	<b>25807</b>

**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.

**What does the driver experience with this issue?**

This issue causes a fuel leak in the engine compartment. Customers with this condition may notice a fuel smell in their vehicle. Leaking fuel, in the presence of an ignition source, may result in a fire.

No accidents or injuries related to this issue have been reported.

**Can I continue to drive my vehicle until it is repaired?**

As with any safety recall, it's important to have an affected vehicle repaired by an authorized Audi dealer without delay.

Affected vehicles can continue to be driven as usual, but if you can smell fuel in the vehicle proceed immediately to the nearest authorized Audi dealer or qualified workshop if you believe that it is safe to do so in order to have the fuel system on the vehicle inspected.

**Are there any precautions that customers should take prior to having this campaign performed?**

As with any safety recall, it's important to have an affected vehicle repaired by an authorized Audi dealer without delay. In the interim, if you can smell fuel in the vehicle proceed immediately to the nearest authorized Audi dealer or qualified workshop if you believe that it is safe to do so in order to have the fuel system on the vehicle inspected.

**Is a loaner vehicle or towing assistance being covered under this action?**

In the event the request for a loaner vehicle or towing assistance is made, please follow existing alternate transportation/towing assistance guidelines to assist the customer. Charges for either service cannot be billed against this campaign but must be handled separate from the campaign.

**What should dealers do if they have any affected vehicles in inventory?**

Dealers can use their most current AIM report to identify any affected vehicles that may be in their inventory. In the interest of customer safety and satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this repair has been performed.

**Who should dealers contact if they have additional questions?**

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Audi Public Relations.

**How should customers seeking reimbursement for out-of-pocket expenses be addressed?**

Customers seeking reimbursement under this action should refer to the reimbursement instructions that will be included with their notification letter for information on what is required in order to request reimbursement. Reimbursement will come directly from Audi, and is not something that a dealership would address. Customers can also contact Audi Customer Experience/Relations directly with any questions they may have regarding reimbursement.

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