



Date: November 2, 2016
To: Audi Dealer Principal, Service Manager, Warranty Administrator, Sales Manager & Parts Manager
From: Audi Customer Protection
Subject: Upcoming Safety Recall 24BZ – Fuel Hose & Fuel Pump
Certain 2012-2013 MY Audi A6 & A7 Vehicles

We would like to inform you of an upcoming safety recall. Please refer to the attached Campaign Data Sheet for additional information.

Please note: Due to parts supply constraints, we anticipate dealers will have parts and work instructions available in order to begin this work on November 21, 2016. We have advised customers accordingly and ask dealers to please keep this date in mind when scheduling customers for this recall work.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. 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.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Audi Public Relations.

Audi Customer Protection

Attachment: Campaign Data Sheet (1)



CAMPAIGN DATA SHEET

CAMPAIGN TYPE	Safety Recall
SAGA CODE	24BZ
MARKET(S)	United States and Canada
AFFECTED VEHICLES	Certain 2012-2013 MY Audi A6 & A7 Vehicles
TOPIC	Fuel Hose & Fuel Pump
PROBLEM DESCRIPTION	On certain vehicles, the under hood fuel hose may degrade, which could result in a fuel leak. Leaking fuel, in the presence of an ignition source, may result in a fire.
CORRECTIVE ACTION	Replace the in-tank fuel pump and an under hood fuel hose. Please note: Due to parts supply constraints, we anticipate dealers will have parts and work instructions available in order to begin this work on November 21, 2016. We have advised customers accordingly and ask dealers to please keep this date in mind when scheduling customers for this recall work.
PRECAUTIONS	If a fuel smell is detected in the vehicle, customers are advised to immediately contact the nearest authorized Audi dealer in order to have the vehicle inspected.
CUSTOMER NOTIFICATION DATE	On or about November 02, 2016
REPAIR AVAILABILITY DATE	On or about November 21, 2016
TOTAL AFFECTED VEHICLE COUNT	USA: 24,249 CANADA: 2,301
SPECIAL TOOLS NEEDED?	SEE CAMPAIGN WORK PROCEDURE
PARTS REQUIRED	SEE CAMPAIGN WORK PROCEDURE
EXPIRATION DATE	NONE
ADDITIONAL INFORMATION	<p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><u>New Vehicles in Dealer Inventory:</u> It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. 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.</p> <p><u>Pre-Owned Vehicles in Dealer Inventory:</u> Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.</p>