



Date: November 08, 2016  
To: Audi Dealer Principal, Service Manager, Warranty Administrator, Sales Manager & Parts Manager  
From: Audi Customer Protection  
Subject: Safety Recall 20W9 – Fuel Pump Flange  
Certain 2009-2012 Model Year Audi Q5 and Certain 2007-2012 Model Year Audi Q7

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 30, 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)



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## CAMPAIGN DATA SHEET

<b>CAMPAIGN TYPE</b>	<b>Safety Recall</b>
<b>SAGA CODE</b>	20W9
<b>MARKET(S)</b>	United States and Canada
<b>AFFECTED VEHICLES</b>	Certain 2009-2012 MY Audi Q5 & certain 2007-2012 MY Audi Q7
<b>TOPIC</b>	Fuel Pump Flange
<b>PROBLEM DESCRIPTION</b>	On certain vehicles, the fuel pump flange may develop fine cracks or fissures, which could result in a fuel leak. Leaking fuel, in the presence of an ignition source, could lead to a fire causing injury and/or damage to property.
<b>CORRECTIVE ACTION</b>	Apply a butyl protective film to the fuel pump flange. If cracks are present, the fuel pump flange will be replaced.  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 30, 2016. We have advised customers accordingly and ask dealers to please keep this date in mind when scheduling customers for this recall work.
<b>PRECAUTIONS</b>	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.
<b>CUSTOMER NOTIFICATION DATE</b>	On or about November 09, 2016
<b>ELSA/OMD WEB VISIBILITY DATE</b>	On or about November 09, 2016
<b>TOTAL AFFECTED VEHICLE COUNT</b>	<b>USA:</b> 143,214 <b>CANADA:</b> 20,109
<b>APPROXIMATE REPAIR TIME</b>	- Apply protective film to fuel pump flange: Q5 - Up to 60 TU / Q7 – up to 40 TU - If fuel pump replacement is needed: Q5 & Q7 – up to 150 TU
<b>SPECIAL TOOLS NEEDED?</b>	SEE CAMPAIGN WORK PROCEDURE
<b>PARTS REQUIRED</b>	SEE CAMPAIGN WORK PROCEDURE
<b>EXPIRATION DATE</b>	NONE



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**ADDITIONAL INFORMATION**

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