



Date: November 29, 2016
To: Audi Dealer Principal, Service Manager, Warranty Administrator, Sales Manager,
General Manager & Parts Manager
From: Audi Customer Protection
Subject: Repair Availability for Safety Recall 20W9 – Fuel Pump Flange

On November 30, 2106, repairs can begin for vehicles affected by Safety Recall 20W9. Please refer to the campaign documents posted to Elsa and ServiceNet for repair instructions.

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