

**IMPORTANT SAFETY RECALL**

Audi of America, Inc.



<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**NHTSA:** 16V660

**Subject: Safety Recall 20W9 – Fuel Pump Flange  
Certain 2009-2012 Model Year Audi Q5 and Certain 2007-2012 Model Year Audi Q7**

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2009-2012 model year Audi Q5 and certain 2007-2012 model year Audi Q7 vehicles. Our records show that you are the owner of a vehicle affected by this action.

Audi of America, Inc.  
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[www.audiusa.com](http://www.audiusa.com)

- What is the issue?** 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.
- What will we do?** To correct this defect, your authorized Audi dealer will apply a butyl protective film to the fuel pump flange. If cracks are present, the fuel pump flange will be replaced. This work will take about one hour to complete and will be performed for you free of charge.
- What should you do?** Your dealer will have parts available to begin repairing vehicles affected by this recall starting on November 30, 2016. Please contact your authorized Audi dealer at that time to schedule this recall repair. For your convenience, you can also visit [www.audiusa.com](http://www.audiusa.com) and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.
- Precautions you should take** If you smell fuel in the vehicle, immediately contact the nearest authorized Audi dealer in order to have your vehicle inspected.
- Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.
- Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.
- Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at [www.audiusa.com](http://www.audiusa.com).

## IMPORTANT SAFETY RECALL



**Audi**

**Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at [www.audiusa.com](http://www.audiusa.com) and enter your Vehicle Identification Number (VIN).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for your continued loyalty!

Sincerely,

Audi Customer Protection