

Safety Recall

Code: 20AR



Audi

REVISION

Subject	Fuel Line
Release Date	February 27, 2018
Revision Summary	<ul style="list-style-type: none">• Clarified orientation of under hood fuel line clip on page 19.• Updated fuel line coupling removal instructions and consequential damage Caution on page 16.
Affected Vehicles	<p>U.S.A. & CANADA: Certain 2012-2014 MY Audi A6 & A7</p> <p><i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source.</i></p> <ul style="list-style-type: none">✓ <i>Campaign status must show "open."</i>✓ <i>If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.</i>
Problem Description	The fuel line was designed with a compression point to assist in installation. This area of the fuel line may weaken and leak over time. Leaking fuel, in the presence of an ignition source, can lead to a fire.
Corrective Action	Inspect and replace if necessary the affected fuel line.
Precautions	Customers are advised to contact their authorized Audi dealer without delay if they notice a fuel smell in the vehicle.
Parts Information	Parts were allocated prior to owner notification. If allocated parts have been used and your dealership is at the weekly Upper Order Limit, please submit the backordered sales document number to upperorderlimits@audi.com to have additional parts released.
Code Visibility	<p>On or about February 19, 2018, affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.accessaudi.com & OMD Web). A list was not posted for dealers who did not have any affected vehicles.</p> <p>On or about February 19, 2018, this campaign code showed open on affected vehicles in Elsa.</p> <p>On or about February 19, 2018, affected vehicles were identified with this campaign code in the VIN Lookup tool at www.audiusa.com and on the NHTSA VIN lookup tool at www.safercar.gov.</p>
Owner Notification	Owner notification took place in February 2018. Owner letter examples are included in this bulletin for your reference.
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <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> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers.</u></p>

Customer Letter Example (USA)

<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 17V781

**Subject: Safety Recall 20AR – Fuel Line
Certain 2012-2014 Model Year Audi A6 and A7**

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 2012-2014 model year Audi A6 and A7 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The fuel line was designed with a compression point to assist in installation. This area of the fuel line may weaken and leak over time. Leaking fuel, in the presence of an ignition source, can lead to a fire.

What will we do? To correct this defect, your authorized Audi dealer will inspect and, if necessary, replace the affected fuel line. This work will take about three hours to complete and will be performed for you free of charge.

What should you do? Parts for this repair will be available at authorized Audi dealers on February 19, 2018. Please contact your authorized Audi dealer without delay to schedule this recall repair. For your convenience, you can also visit 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 notice a fuel odor in the vehicle, please contact your nearest authorized Audi dealer without delay 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.

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 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.

Sincerely,

Audi Customer Protection

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 20AR – Fuel Line
Certain 2012-2014 Model Year Audi A6 and A7**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2012-2014 model year Audi A6 and A7 vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** The fuel line was designed with a compression point to assist in installation. This area of the fuel line may weaken and leak over time. Leaking fuel, in the presence of an ignition source, can lead to a fire.
- What will we do?** To correct this defect, your authorized Audi dealer will inspect and, if necessary, replace the affected fuel line. This work will take about three hours to complete and will be performed for you free of charge.
- What should you do?** Parts for this repair will be available at authorized Audi dealers on February 19, 2018. Please contact your authorized Audi dealer without delay to schedule this recall repair.
- Precautions you should take** If you notice a fuel odor in the vehicle, please contact your nearest authorized Audi dealer without delay 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 Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our “Contact Audi Canada” page at www.audi.ca.

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.

Sincerely,

Audi Customer Protection

NOTE

Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.

Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
4G	1	4G0201545BG	Fuel Line
	9	4G0201190	Fuel Line Retainer

Required Tools

 <p>Pry lever -80-200- (or equivalent)</p>	 <p>Torque wrench -V.A.G 1331- (or equivalent)</p>
 <p>Torque wrench -V.A.G 1332- (or equivalent)</p>	

Repair Instruction

Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

Proceed to Section B

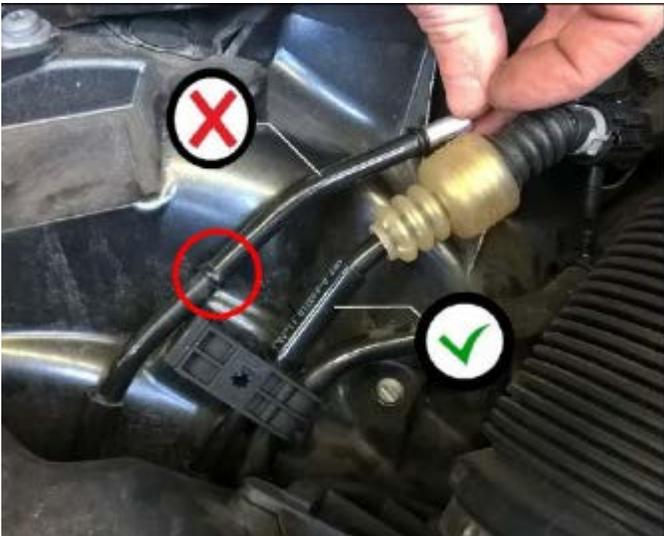
Section B – Repair Procedure

⚠ WARNING

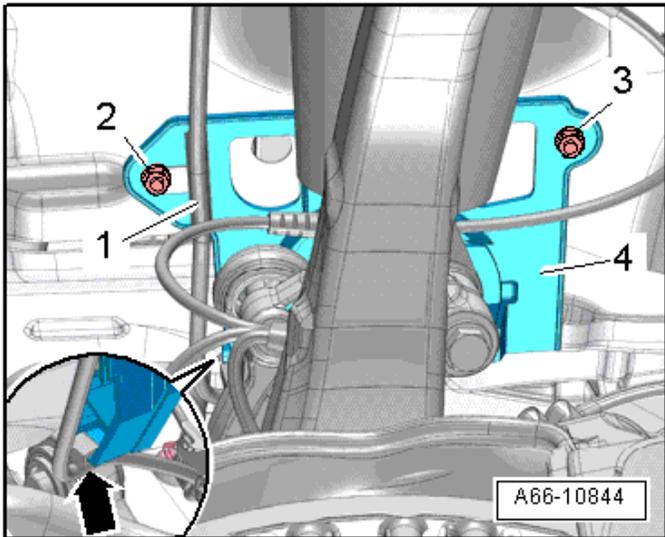
Risk of injury. Refer to “Warning and Safety Precautions”, found in **Appendix A** at the end of this document.

! NOTE

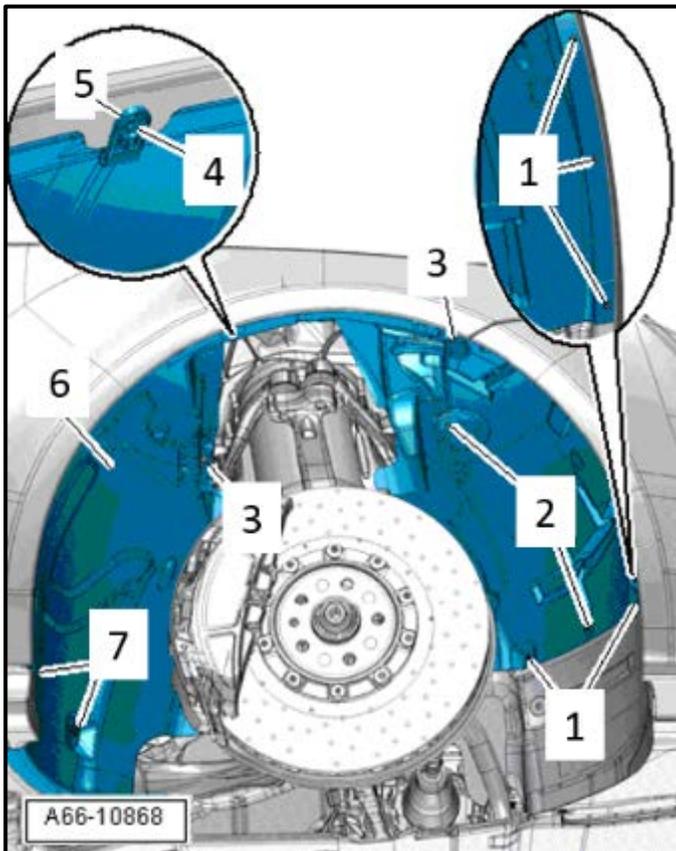
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.
- Follow the guidelines for clean working conditions found in **Appendix B** at the end of this document.



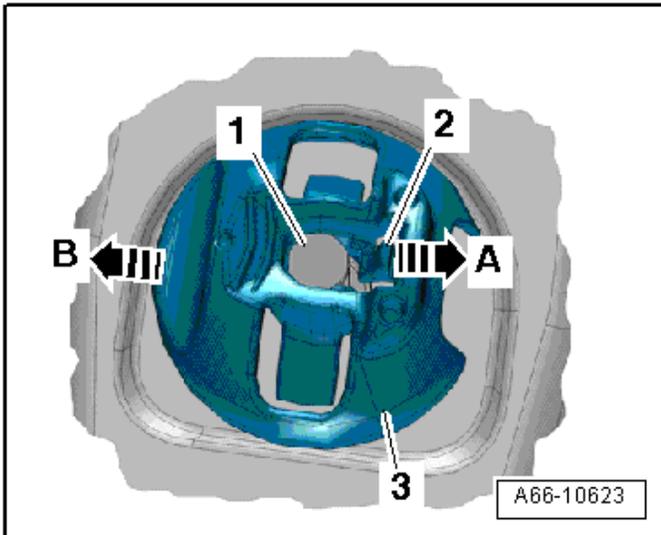
- Open hood and inspect fuel line.
- If fuel line is flared <circle> - **Continue with fuel line replacement.**
- If fuel line is not flared, no further work is required - **Proceed to Section C.**



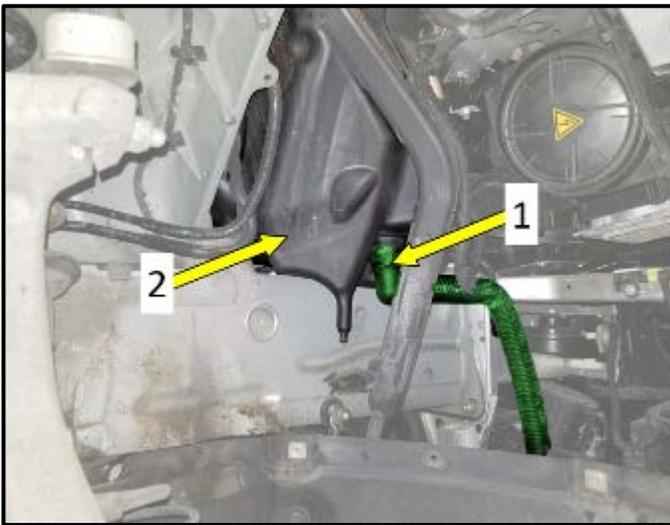
- Raise vehicle on hoist.
- Remove right front wheel.
- Remove bolts <2> and <3> and remove right driveshaft cover <4>.



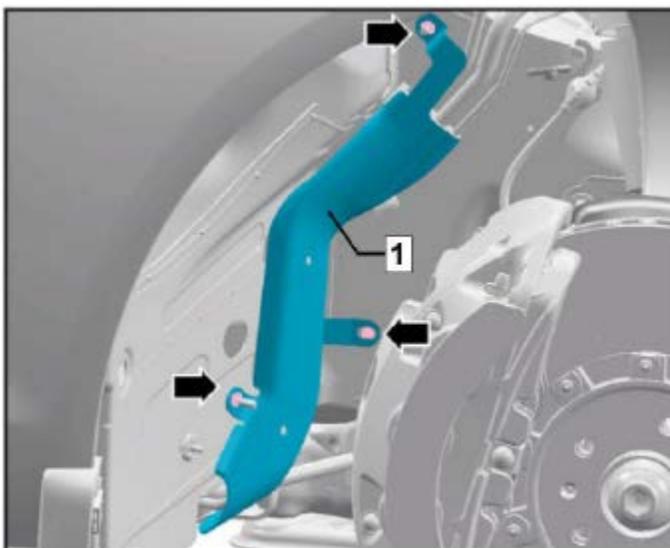
- Remove right front fender liner:
 - Remove expanding rivets <2>.
 - Remove the nuts <3> and bolts <1>.
 - Remove the bolt <4> and then disengage the bracket <5> on the fender.
 - Remove the clip/nut <7> from the wheel housing liner <6>.



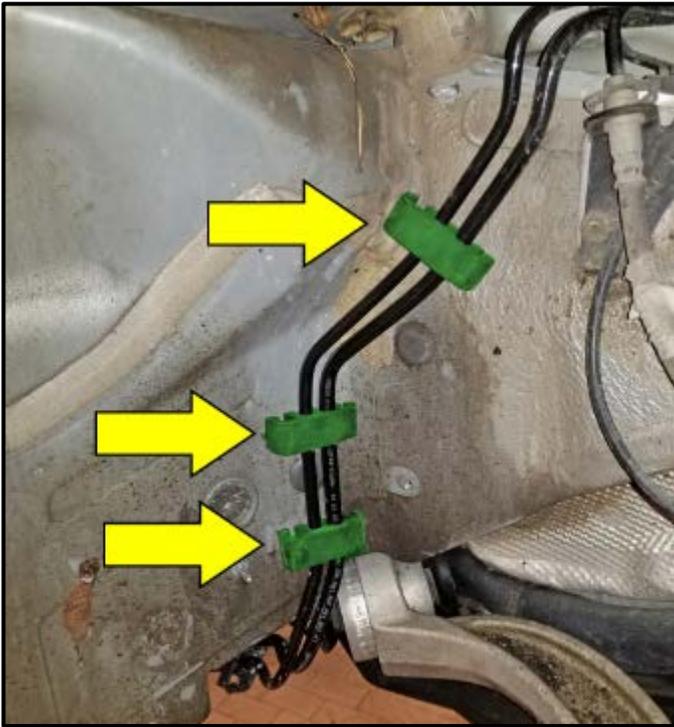
- To remove the clips <3>, unlock the release lever <2> with needle nose pliers in direction of <arrow A> and push it off the pin <1> in direction of <arrow B>.



- Disconnect secondary air hose <1> from air filter housing <2>.



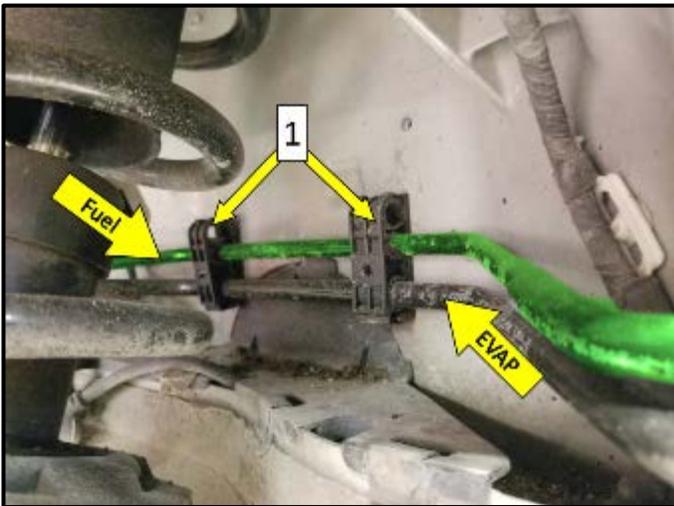
- Remove nuts <arrows> and remove fuel line shield <1>.



- Remove the rubber insulators <arrows>.

TIP

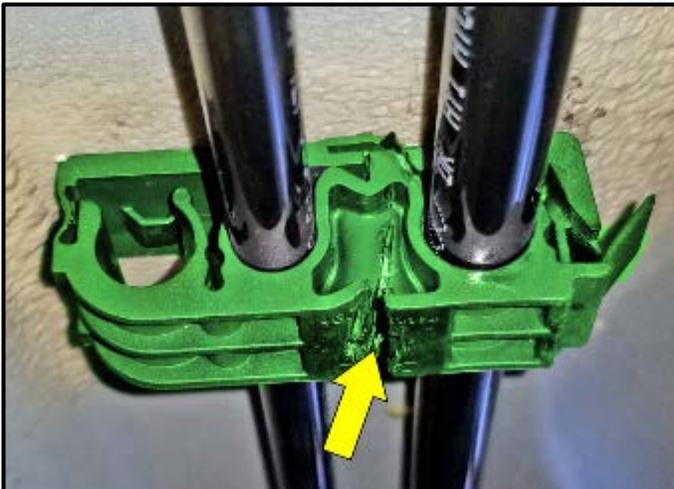
- Before removing, note the installed position.
- Marking the insulators with a paint pen will aid in reinstallation.



- Remove the fuel line clips <1> using Pry lever -80-200- (or equivalent).

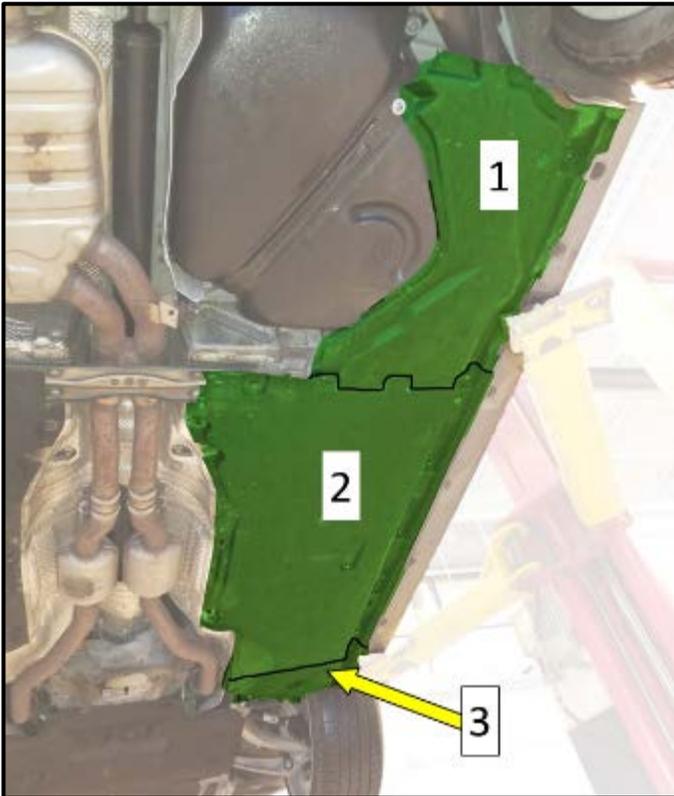
CAUTION

The mounting studs may break if they are bent.

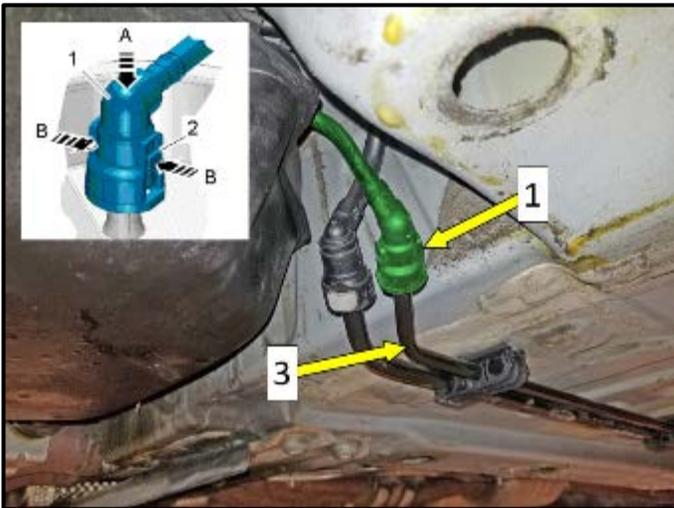


TIP

Using a gasket scraper, small size chisel, or equivalent, to carefully split each fuel line mounting clip will aid in removal.



- Remove underbody trim panels <1>, <2> and <3>.



- Disconnect fuel line coupling <1>:
 - Hold fuel line <3>.
 - Press the coupling <1> in direction of <arrow A> and hold it down.
 - Push the release buttons <2> in direction of <arrow B> and remove the connector coupling <1>.

⚠ CAUTION

The Fuel System Is under Pressure. Risk of Injury from Fuel Spraying Out.

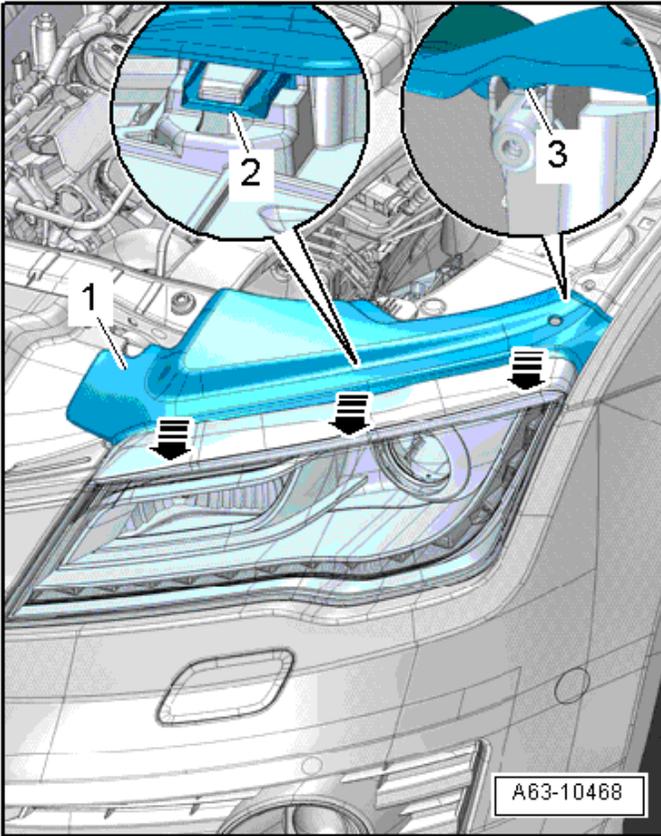
- Wear protective eyewear.
- Wear safety gloves.
- Reduce the pressure: place clean cloths around the connection point and carefully open the connection point.
- The fuel lines must be disconnected at this location FIRST, prior to disconnecting the fittings under the hood. This will prevent potential damage to the fuel system by fully releasing residual pressure.

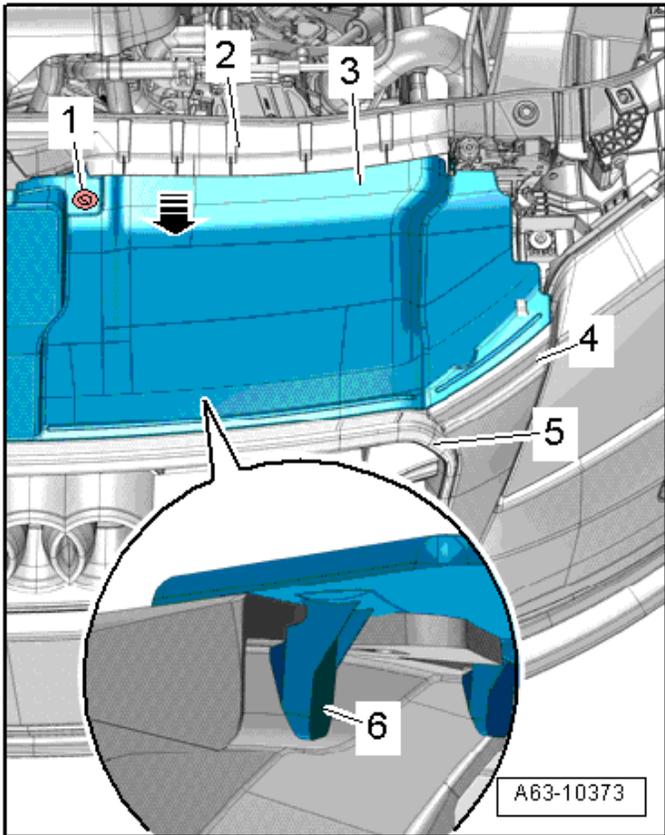
⚠ CAUTION

Do not use pliers or other tools on the fuel line connector or damage to the connector may occur. Damage to the fuel line connector due to improper removal/installation may cause the connector to not fasten securely upon reinstallation, causing a leak. A

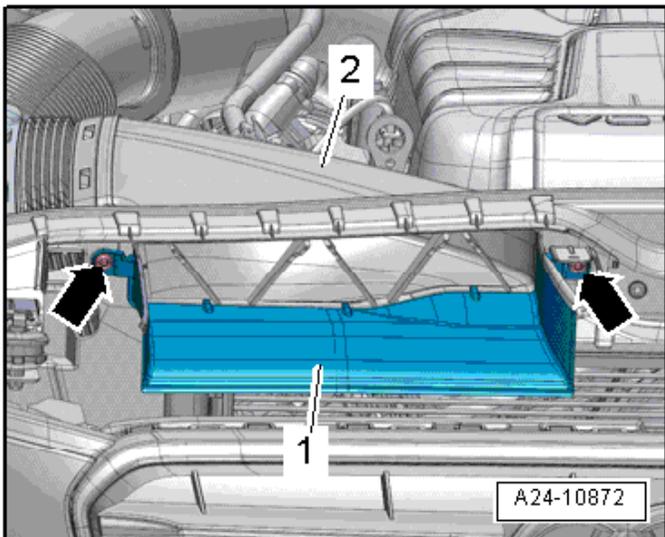
damaged fuel line connector requires replacement of the fuel line. Consequential damage to the fuel line connector due to improper removal/installation is not covered under this campaign.

- Remove left and right headlamp covers:
 - Pull the headlamp cover <1> forward <arrows>. While doing this, the tabs <2 and 3> will detach.

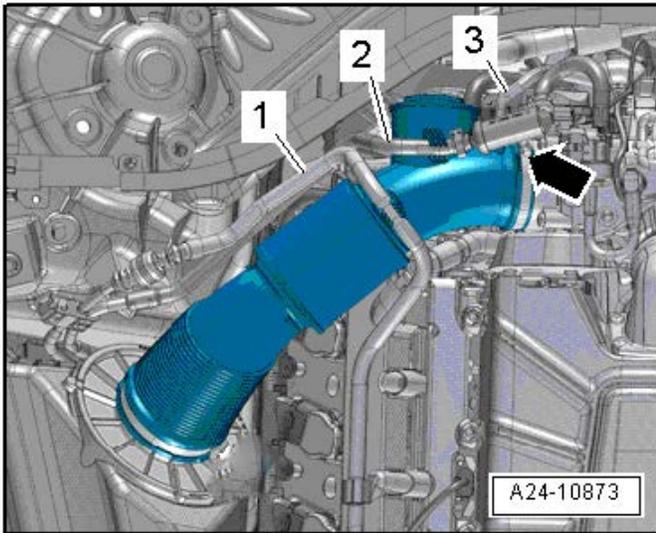




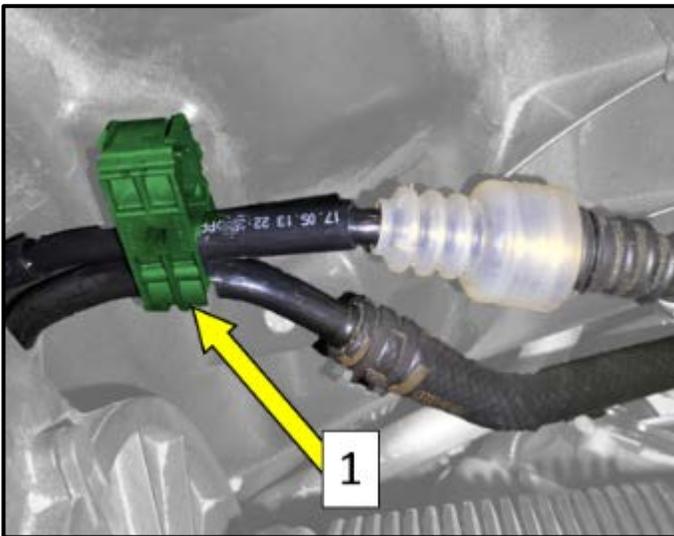
- Remove lock carrier cover:
 - Remove the expanding rivets <1> using the pry lever -80-200-.
 - Remove the lock carrier cover <3> from the groove in the lock carrier <2> <arrow>.
 - Move the lock carrier cover forward and remove it.
 - While doing this, the tabs <6> on the radiator grille <5> will detach from the bumper cover <4>.



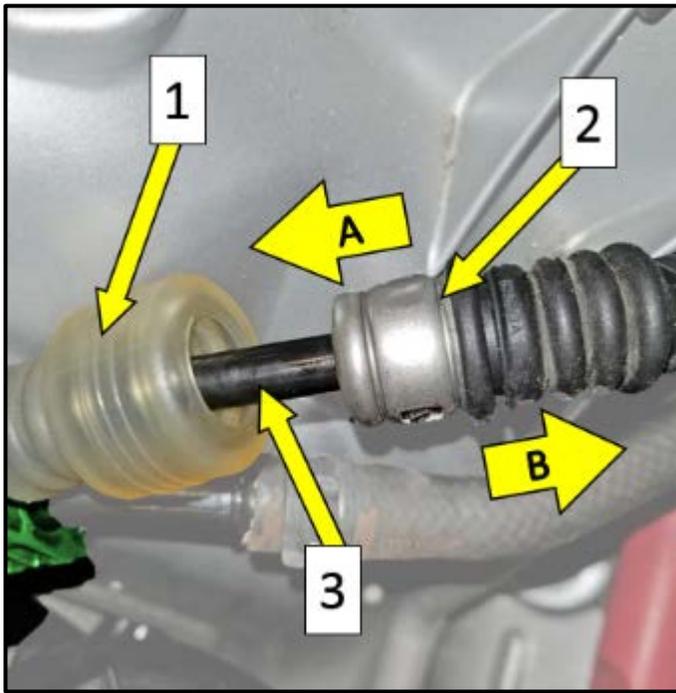
- Remove the bolts <arrows> and the air guide <2>.



- Free up the fuel hose <1> and the EVAP canister hose <2> on the air duct pipe.
- Remove the vacuum hose <3> from the air guide pipe connection.
- Loosen the clamp <arrow> and remove the air box with the air guide pipe.



- Remove fuel line clip <1> using pry lever -80-200- (or equivalent).



⚠ CAUTION

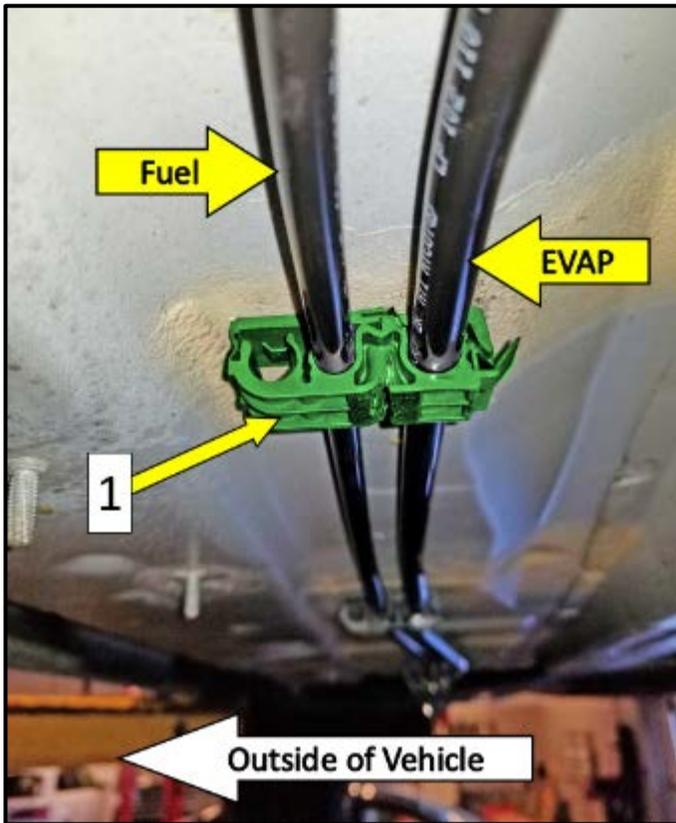
The mounting studs may break if they are bent.

- Slide cover <1> off fuel line coupling <2>.
- Disconnect fuel line coupling <2>:
 - Verify the fuel line coupling at the rear of the vehicle has been disconnected.
 - While holding fuel line <3> stationary, push the fuel line coupling <2> in direction of <arrow A> until the coupling stops.
 - Push the release buttons and hold them pressed.
 - Disconnect the connector coupling <2> from the fuel line in direction of <arrow B>.

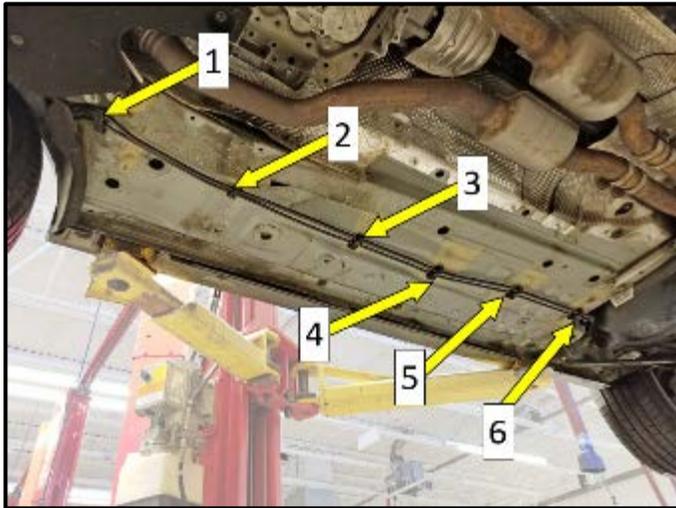
⚠ CAUTION

RISK OF NONPAYMENT!

- The above instructions must be followed, otherwise the fuel line coupling will not disconnect from the fuel line.
- Do not use pliers or other tools on the fuel line connector or damage to the connector may occur.
- Damage to the fuel line connector due to improper removal/installation may cause the connector to not fasten securely upon reinstallation, causing a leak. A damaged fuel line connector requires replacement of the fuel line. Consequential damage to the fuel line connector due to improper removal/installation is not covered under this campaign.



- Note the orientation of fuel line, EVAP line and fuel line clips <1>.



- Starting at the front of the vehicle, remove fuel line clips in the order <1 through 6> using Pry lever -80-200- (or equivalent).

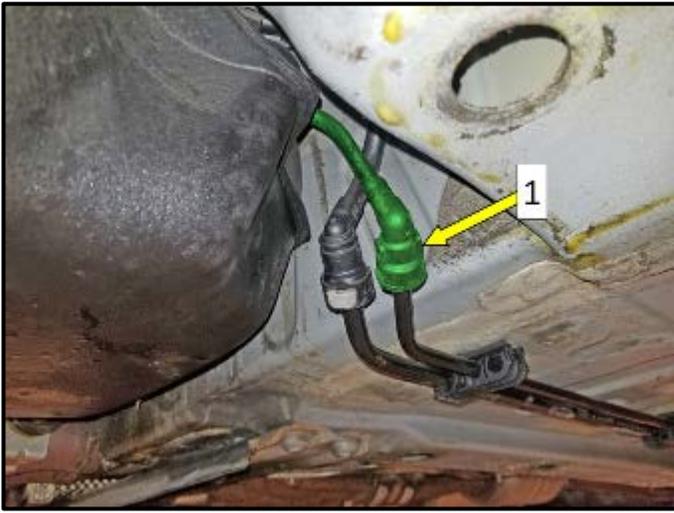
CAUTION
The mounting studs may break if they are bent.

- Remove the fuel line from the vehicle.

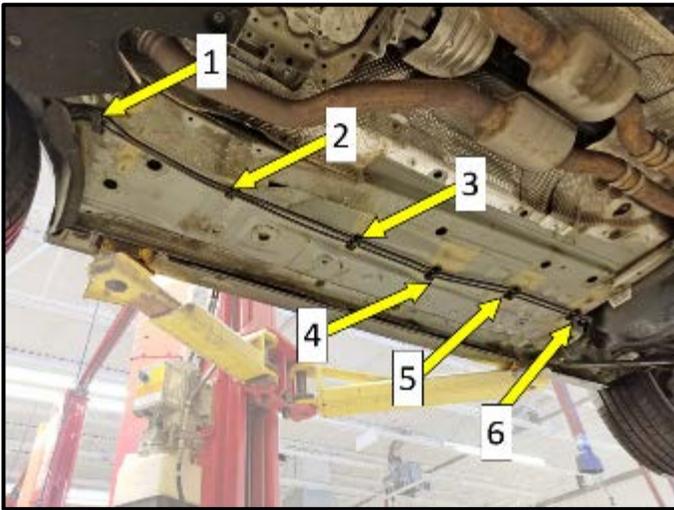
NOTE
When removing the fuel line, take note of how the line rotated out without bending the line.

- Install new fuel line in the opposite way the line was removed.

Part Number	Part Description
4G0 201 545BG	Fuel line

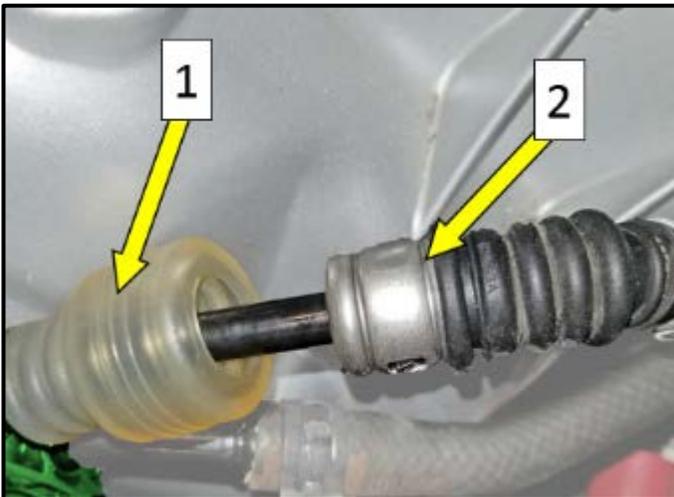


- Remove the protective cap from the new fuel line and connect fuel line coupling <1> until it audibly engages.



- Install new fuel line clips <1 through 6>.

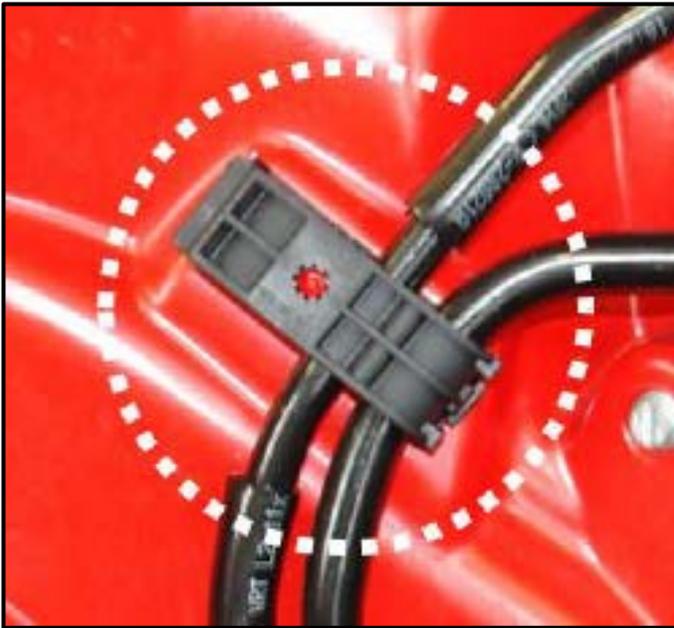
Qty.	Part Number	Part Description
6	4G0 201 190	Fuel line clip



- Remove the protective cap from the new fuel line and connect fuel line coupling <1> until it audibly engages.
- Slide fuel line coupling cover <2> over fuel line coupling.



- When correctly seated, the fuel line coupling cover should appear as shown.

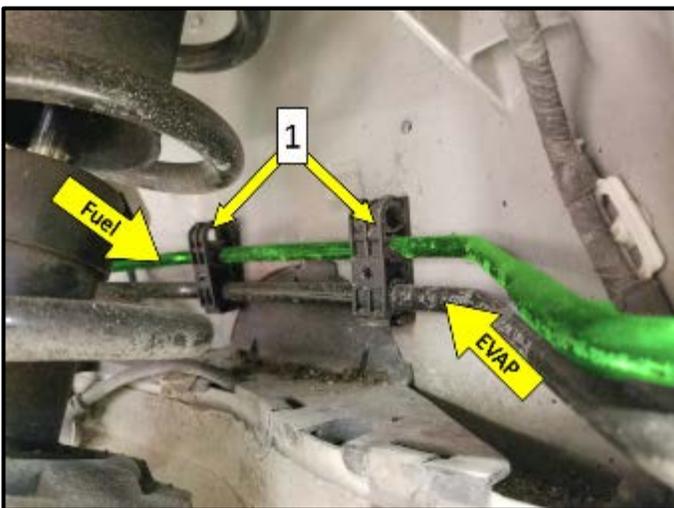


- Install new fuel line clip.

Qty.	Part Number	Part Description
1	4G0 201 190	Fuel line clip

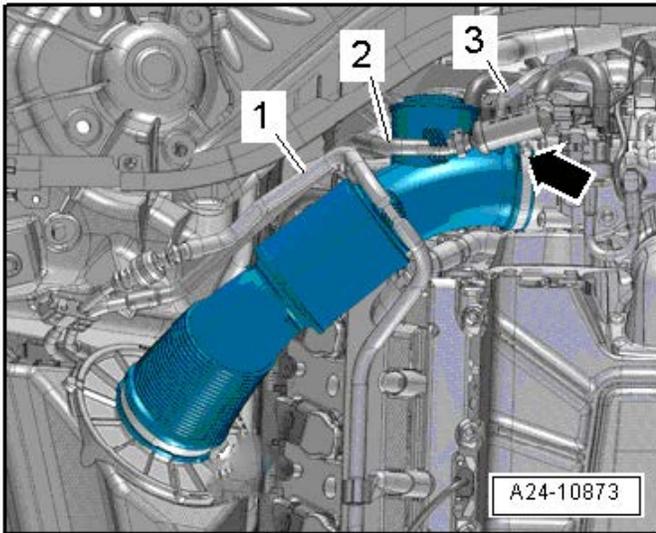
NOTE

The fuel and EVAP lines must be next to each other as shown. The weld stud must not be between the lines.



- Install new fuel line clips <1>.

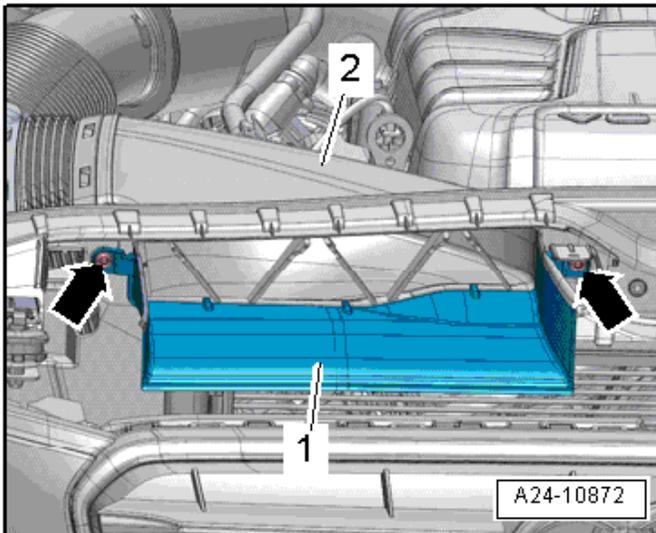
Qty.	Part Number	Part Description
2	4G0 201 190	Fuel line clip



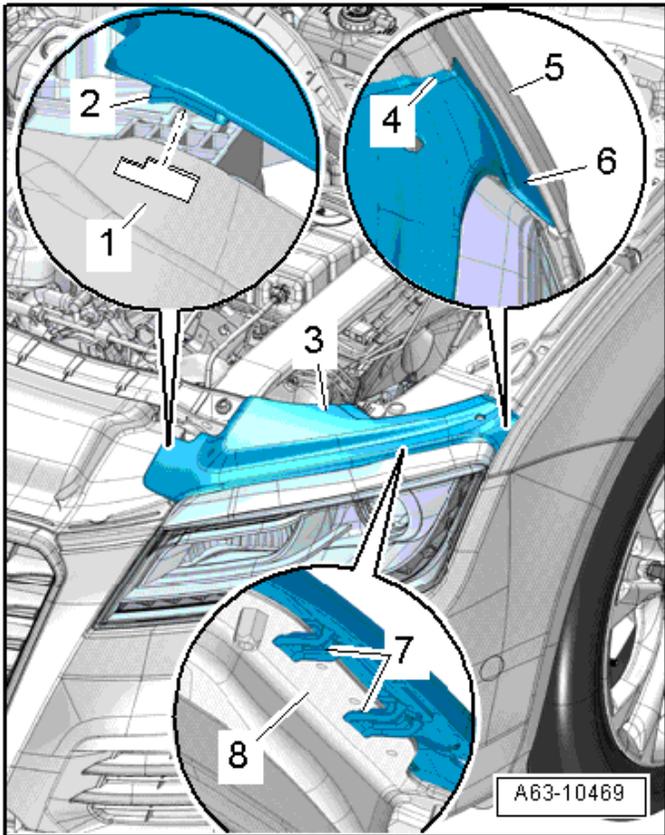
- Install the airbox.
- Secure hoses <1>, <2> and <3>.
- Tighten clamp <arrow>.

TIP

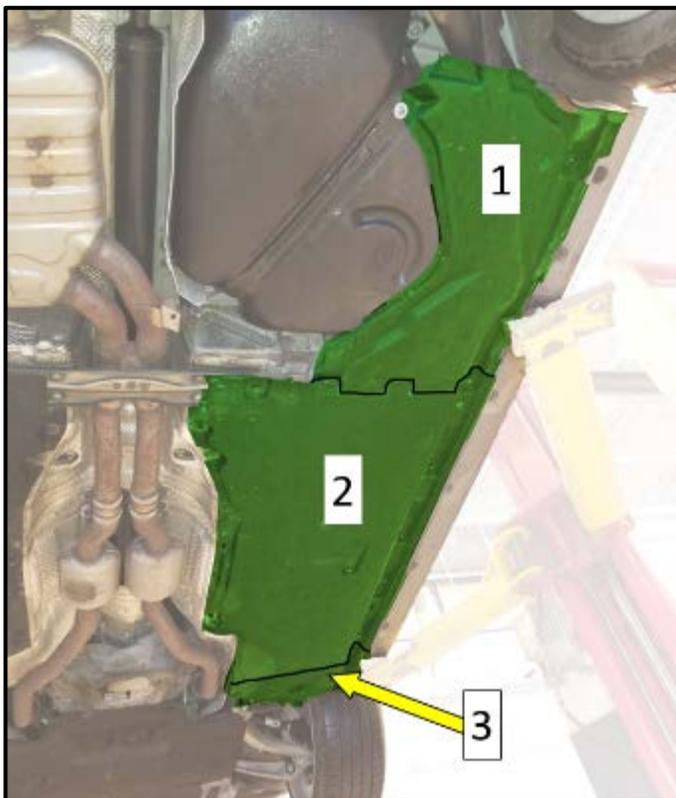
The secondary air hose can be secured to the bottom of the airbox now or when the fender liner is installed.



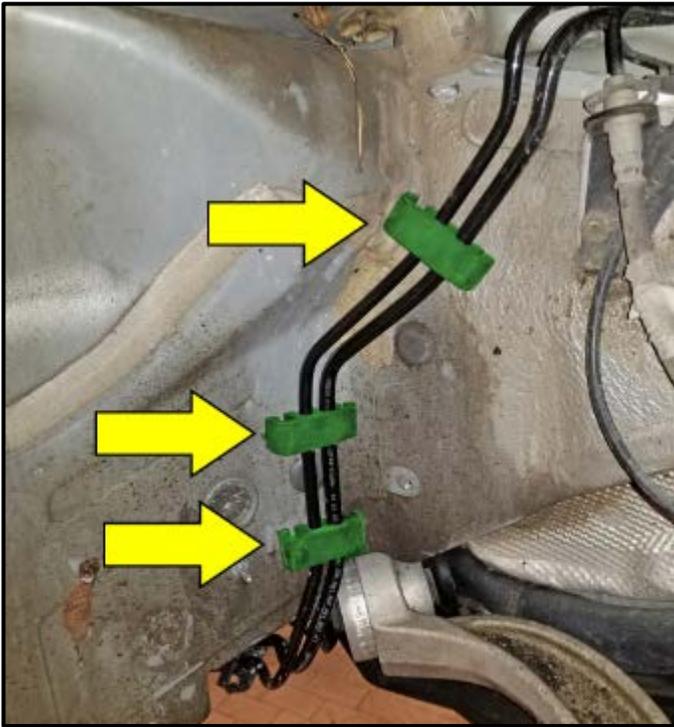
- Install the air guide <2> and torque bolts <arrows> to 1.5 Nm.



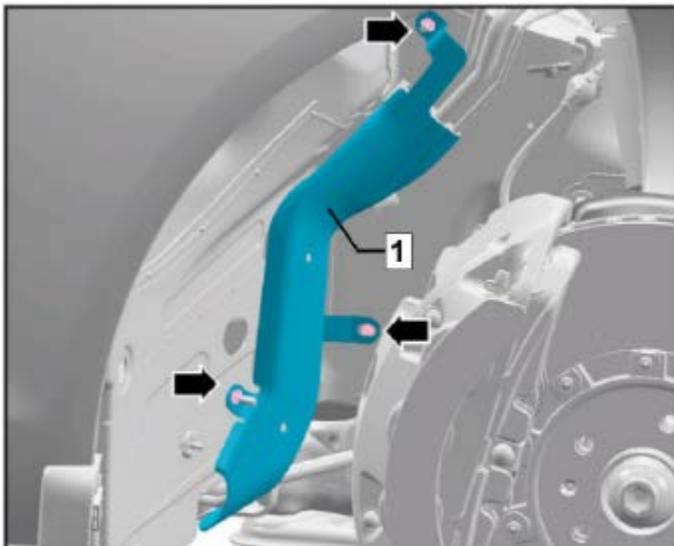
- Install the lock carrier cover.
- Install the headlamp covers:
 - Mount the cover <3> on the headlamp and on the lock carrier cover <1>.
 - The mounts <2 and 7> must fit into the guides on the lock carrier cover and body <8>.
 - The sealing lip <4> may not slide under the fender <5>. If necessary, push the seal <6> behind the fender.
 - Push the cover until it clicks into place.
- Start the engine and verify there are no leaks.



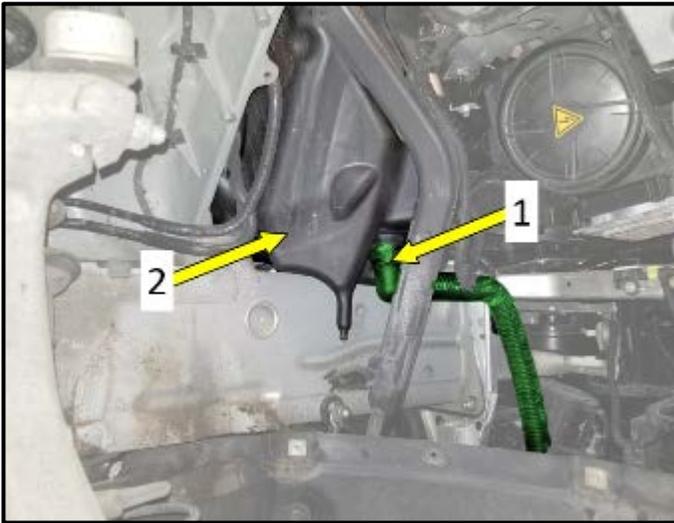
- Install underbody trim panels <1>, <2> and <3>.
- Torque plastic fasteners to 2.1 Nm.
- Torque metal fasteners to 3.5 Nm.



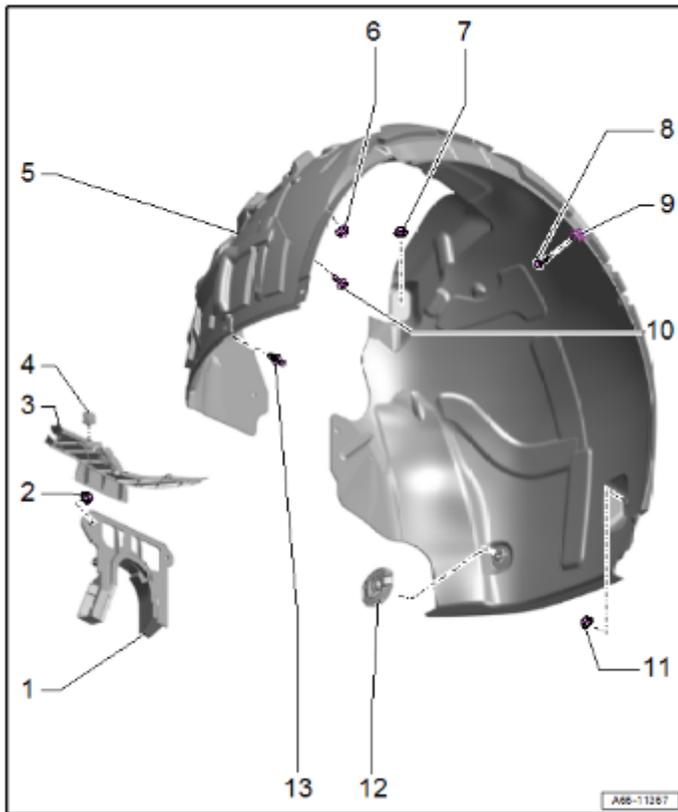
- Install the rubber insulators <arrows>.



- Install fuel line shield <1> and nuts <arrows>.



- Connect secondary air hose <1> to air filter housing <2> if not previously done.



- Install fender liner <5> and torque fasteners to 2 Nm.
- Install driveshaft cover <1> and torque nuts <2> to 2 Nm.
- Install wheel and torque lug bolts to 120 Nm.

Proceed to Section C.

Section C – Campaign Completion Stamp

I certify that this campaign
has been performed in strict
accordance with the applicable
Audi repair procedure.

SAGA Code: _____
Technician: _____
Date: _____

Item#: AUD4927ENG

-OR-

Je certifie que cette
campagne de rappel a été
exécutée suivant les strictes
directives de réparation
d'Audi

Code de SAGA: _____
Technicien: _____
Date: _____

Item # AUD4927FRE

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.
- **Proceed to Section D.**

Section D - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.

Appendix A – Warning and Safety Precautions

WARNING

Note the Following When Working on the Fuel System:

- There is a risk of injury because the fuel is under very high pressure.
- Fuel pressure in high pressure pipe can be up to 120 bar (1740 psi)! Always follow the safety precautions when reducing the pressure in the high pressure area.
- Decreasing pressure in the high pressure area.
- The fuel supply line is under pressure. To prevent injuries and skin contact, wear protective goggles and protective clothing. Wrap a clean cloth around the connection before loosening hose connections. Remove the hose connection carefully to release the pressure.
- Fuel coming into contact with skin poses a health risk.
- Do not let fuel come in contact with bare skin. Wear fuel-resistant gloves.
- Leaking fuel poses a risk of burns.
- For safety reasons, switch off the power supply to the fuel pump or disconnect the battery before opening the fuel system. Otherwise, the fuel pump may activate when the driver door is opened.
- Danger of explosion due to cell phones. Keep cell phones out of reach in the work space area.

Appendix B – Guidelines For Clean Working Conditions

- Before loosening, the connection points and surrounding areas must be cleaned thoroughly with engine or brake cleaner, and then the cleaned area must be thoroughly dried.
- Immediately seal off any open lines and connections with clean plugs taken from the Engine Bung Set -VAS6122-, for example.
- Place removed parts on a clean surface and cover them with lint-free cloths.
- Carefully cover or seal opened components if repairs are not performed immediately.
- Only install clean parts: remove the replacement parts from their packaging just before installing them. Do not use parts that have been stored loose (for example, in tool boxes).
- If the system is open, do not work with compressed air and do not move the vehicle.
- Make sure no fuel gets onto the fuel hoses. If necessary, the fuel hoses must be cleaned again immediately.
- Protect any disconnected connectors from dirt and moisture, and only connect them when they are completely dry.