



**Audi**

## AUDI DEALER COMMUNICATION

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### Repair Available – Safety Recall 20BJ / Fuel Pump Flange

**This notice is for:**

- ✓ Dealer Principal
- ✓ General Manager
- ✓ Sales Managers

- ✓ Service Manager
- ✓ Parts Manager
- ✓ Service Advisor

- ✓ Warranty Administrator
- ✓ Technicians

**Date:** December 13, 2018

**Issue:** The affected vehicles were included/repared in an earlier safety recall, Audi Safety Recall code 20W9 (NHTSA 16V-660 / TC 2016-443). Under that safety recall, the fuel pump flange had been inspected and was found to have minor cracks (but no fuel leak), and butyl tape was applied to the fuel pump flange as an interim repair. The butyl tape repair may not fully prevent a future fuel leak at the fuel pump flange in these vehicles. Leaking fuel, in the presence of an ignition source, may result in a fire.

- Repair:**
- REPAIR AVAILABLE – December 14, 2018
  - Repair instructions available in ELSA/ServiceNet
  - Replace the fuel pump flange and install butyl tape on top of the new flange to protect it from outside contamination.
  - Check daily campaign open inventory report or OMD for affected vehicles in inventory
  - Repair every affected inventory vehicle before delivery to consumers.

**Parts Department:** Parts will be 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](mailto:upperorderlimits@audi.com) to have additional parts released.

- Notes:**
- Vehicles: Certain 2007-2012 MY Audi Q7 and 2009-2012 Audi Q5
  - Schedule owner repairs immediately
  - Owner mailing – December 2018

**IMPORTANT REMINDER: 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.

**-END OF MESSAGE-**

*Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Audi Public Relations.*