

Safety Recall

Code: 20BJ



| | |
|------------------------|---|
| Subject | Fuel Pump Flange |
| Release Date | December 14, 2018 |
| Affected Vehicles | U.S.A. & CANADA: Certain 2007-2012 MY Audi Q7 and 2009-2012 Audi Q5 vehicles <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> <ul style="list-style-type: none">✓ Campaign status must show "open."✓ 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. |
| Problem Description | 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. |
| Corrective Action | Replace the fuel pump flange and install butyl tape on top of the new flange to protect it from outside contamination. |
| Precautions | 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. |
| Parts Information | 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 to have additional parts released. |
| Code Visibility | <p>On or about December 14, 2018, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.accessaudi.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles.</p> <p>On or about December 14, 2018, this campaign code will show open on affected vehicles in Elsa.</p> <p>On or about December 14, 2018, affected vehicles will be 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 will take place in December 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</p> |

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.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Claim Entry Instructions

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

| Service Number | 20BJ | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|----------------------------|---|--------------------------|-------------|-------------|------|------------|---------------------|------|------------|-----------|------|------------|--------------------------|------|-----------|---------|------|-----------|-----------------|-----------------|--------------------|-------------------------|-------------|----------|-----------|-------------|----------|-------|-------------|----------|----------------|
| Damage Code | 0099 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Parts Vendor Code | 002 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Claim Type | Sold vehicle: 7 10 Unsold vehicle: 7 90 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Causal Indicator | Mark fuel filter flange* as causal part | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Vehicle Wash/Loaner | Do not claim wash/loaner under this action | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria I.D. | 01 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <p>Replace fuel filter flange, install Protective Film.</p> <p>Labor operation: 2031 55 99 150 T.U.</p> <table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>1.00</td><td>8R0919679C</td><td>Fuel Filter Flange*</td></tr><tr><td>1.00</td><td>1J0919133B</td><td>Seal Ring</td></tr><tr><td>1.00</td><td>8E0201263G</td><td>Quick Coupling Piece Cap</td></tr><tr><td>2.00</td><td>8E5886373</td><td>Grommet</td></tr><tr><td>1.00</td><td>8R0863385</td><td>Protective Film</td></tr></tbody></table> <p>-and ONLY if damage to wire harness seal is present-</p> <p>Repair wire harness connector.</p> <p>Labor operation: 2031 20 99 up to 100 T.U.</p> <table border="1"><thead><tr><th><u>Quantity</u></th><th><u>Part Number</u></th><th><u>Part Description</u></th></tr></thead><tbody><tr><td>As Required</td><td>Per ETKA</td><td>Connector</td></tr><tr><td>As Required</td><td>Per ETKA</td><td>Wires</td></tr><tr><td>As Required</td><td>Per ETKA</td><td>Connector Seal</td></tr></tbody></table> | Quantity | Part Number | Description | 1.00 | 8R0919679C | Fuel Filter Flange* | 1.00 | 1J0919133B | Seal Ring | 1.00 | 8E0201263G | Quick Coupling Piece Cap | 2.00 | 8E5886373 | Grommet | 1.00 | 8R0863385 | Protective Film | <u>Quantity</u> | <u>Part Number</u> | <u>Part Description</u> | As Required | Per ETKA | Connector | As Required | Per ETKA | Wires | As Required | Per ETKA | Connector Seal |
| Quantity | Part Number | Description | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.00 | 8R0919679C | Fuel Filter Flange* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.00 | 1J0919133B | Seal Ring | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.00 | 8E0201263G | Quick Coupling Piece Cap | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2.00 | 8E5886373 | Grommet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.00 | 8R0863385 | Protective Film | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <u>Quantity</u> | <u>Part Number</u> | <u>Part Description</u> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| As Required | Per ETKA | Connector | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| As Required | Per ETKA | Wires | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| As Required | Per ETKA | Connector Seal | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Continue to next page

| Criteria I.D. | 02 |
|---------------|---|
| | <p>Replace fuel filter flange, install Protective Film.</p> <p>Labor operation: 2031 56 99 </p> |

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 18V818

**Subject: Safety Recall 20BJ – Fuel Pump Flange
 Certain 2007-2012 MY Audi Q7 and 2009-2012 Audi Q5 Vehicles**

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 2007-2012 MY Audi Q7 and 2009-2012 Audi Q5 vehicles. Our records show that you are the owner of a vehicle affected by this action.

| | |
|---|---|
| What is the issue? | The affected vehicles were included/repared in an earlier safety recall, Audi Safety Recall code 20W9 (NHTSA 16V-660). 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. |
| What will we do? | To correct this defect, your authorized Audi dealer will replace the fuel pump flange and install butyl tape on top of the new flange to protect it from outside contamination. This work will take about two hours to complete and will be performed for you free of charge. |
| What should you do? | 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 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 . |
| 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 20BJ – Fuel Pump Flange**
 Certain 2007-2012 MY Audi Q7 and 2009-2012 Audi Q5 Vehicles

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 2007-2012 MY Audi Q7 and 2009-2012 Audi Q5 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The affected vehicles were included/repared in an earlier safety recall, Audi Safety Recall code 20W9 (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.

What will we do? To correct this defect, your authorized Audi dealer will replace the fuel pump flange and install butyl tape on top of the new flange to protect it from outside contamination. This work will take about two hours to complete and will be performed for you free of charge.

What should you do? Please contact your authorized Audi dealer without delay to schedule this recall repair.

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.

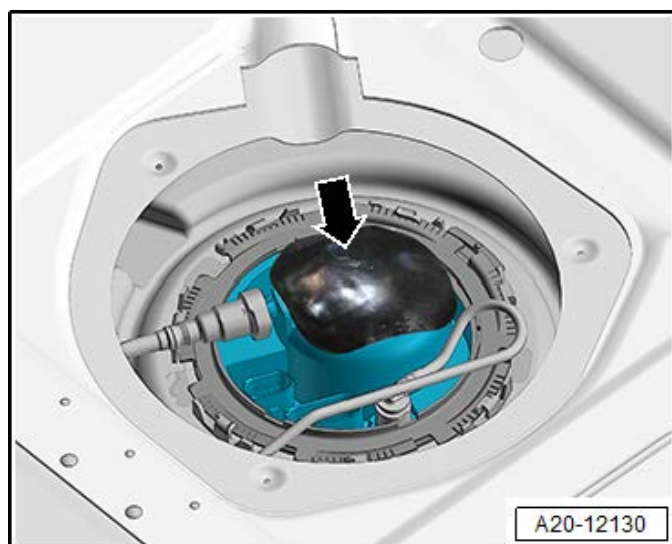
Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

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

Repair Overview



- Replace Fuel Filter Flange and install Protective Film.

Required Parts

| <u>Criteria (model)</u> | <u>Quantity</u> | <u>Part Number</u> | <u>Part Description</u> |
|-------------------------|-----------------|--------------------|--------------------------|
| 01 (Q5) | 1 | 8R0.919.679.C | Fuel Filter with Flange |
| | 1 | 1J0.919.133.B | Seal Ring |
| | 1 | 8R0.863.385 | Protective Film |
| | 1 | 8E0.201.263.G | Quick Coupling Piece Cap |
| | 2 | 8E5.886.373 | Seat Grommet |
| 02 (Q7) | 1 | 7L8.919.679 | Fuel Filter with Flange |
| | 1 | 1J0.919.133.B | Seal Ring |
| | 1 | 8R0.863.385 | Protective Film |
| | 4 | N 909.650.01 | Socket Head Bolt |
| | 1 | N 910.407.02 | Socket Head Bolt |

NOTE

The specified part numbers reflect the status at the start of this recall. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

Required Tools

| | |
|---|--|
|  <p>Fuel Extracting Device -VAS5190A- (or equivalent)</p> |  <p>Fuel Extraction - Adapter Set VAS5190/10 (or equivalent)</p> |
|  <p>Wrench - Fuel Sending Unit -T10202-</p> |  <p>Pry Lever -80-200- (or equivalent)</p> |
|  <p>Trim Removal Wedge -3409- (or equivalent)</p> |  <p>Safety Gloves and Safety Goggles</p> |
|  <p>Torque Wrench (40 – 200 Nm) -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.

Continue to Section B for Audi Q5 (Criteria 01).

Continue to Section C for Audi Q7 (Criteria 02).

⚠ 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.

Section B – Repair Procedure for Q5 (Criteria 01)

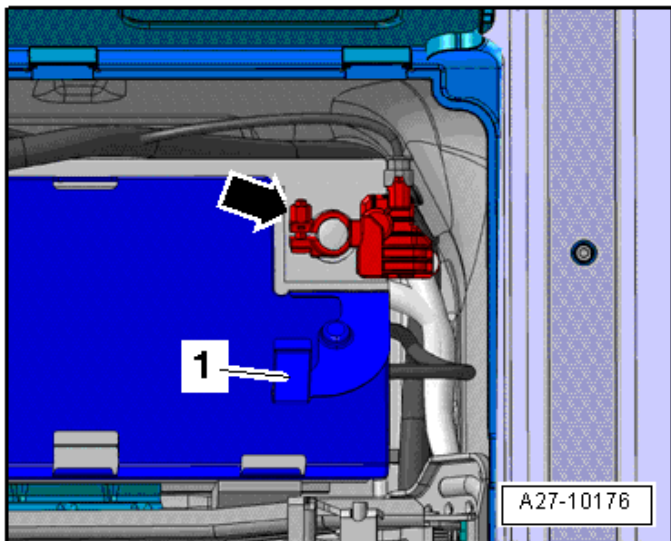


Verify fuel level:

- Check the vehicle fuel level displayed on the instrument cluster <A>.
- Record the vehicle fuel level on the repair order.

! NOTE

If the fuel level in the vehicle is at or below $\frac{1}{4}$ tank, then it is possible to perform all operations in this bulletin without extracting any fuel using the Fuel Extracting Device -VAS5190A-. Record the fuel level before continuing on to battery disconnection.

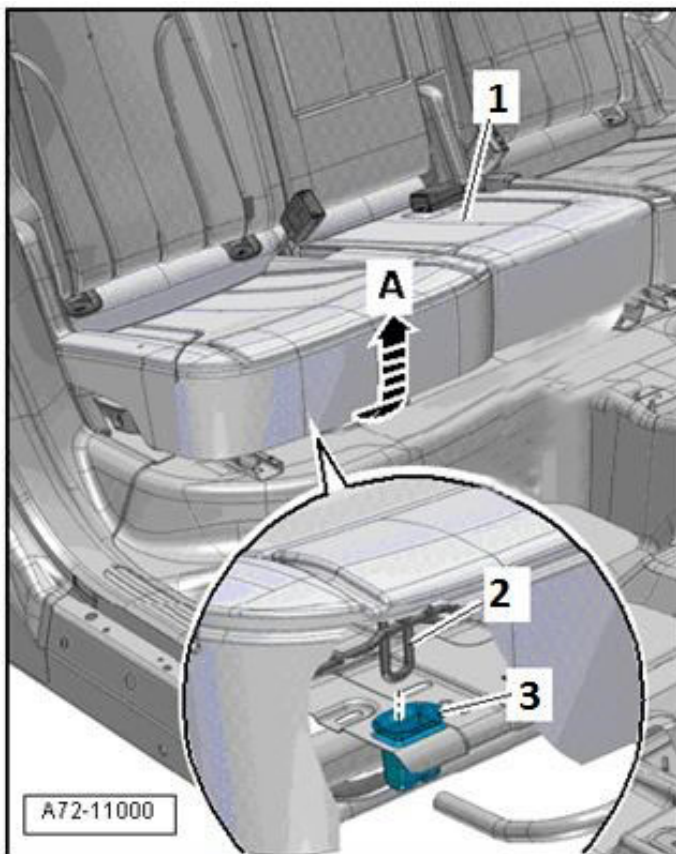


Disconnect battery ground cable:

- Access the battery.
- Open the cover <1> over the battery negative terminal.
- Loosen the nut several turns, remove and isolate the battery ground cable terminal <arrow> from the battery pole.

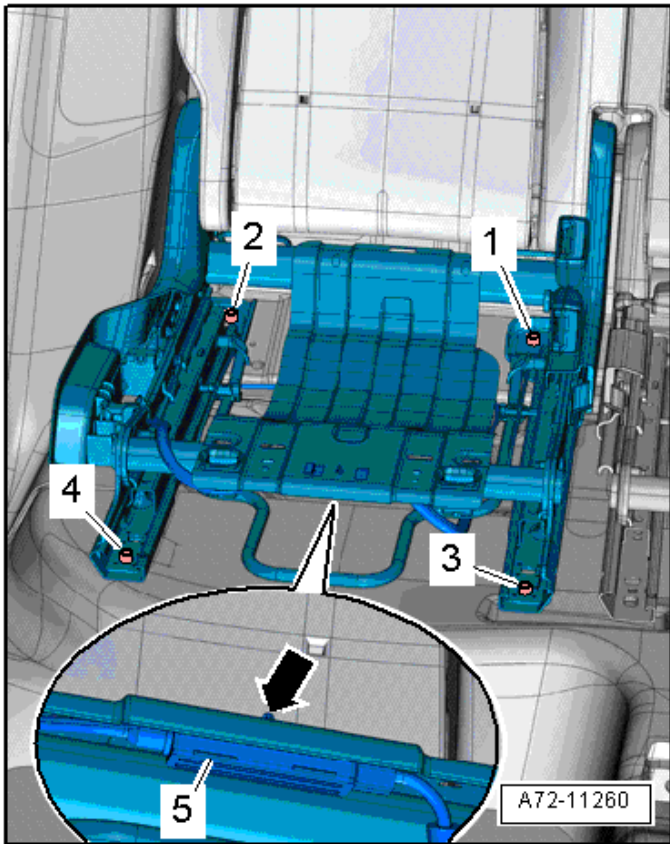
NOTE

- The battery must be disconnected before removing fuel from the vehicle. If fuel removal is required and the battery is not disconnected, it is possible to experience fuel level sender errors upon completion of this campaign.
- Consequential diagnosis or damage resulting from failure to disconnect the battery is not covered under this campaign.

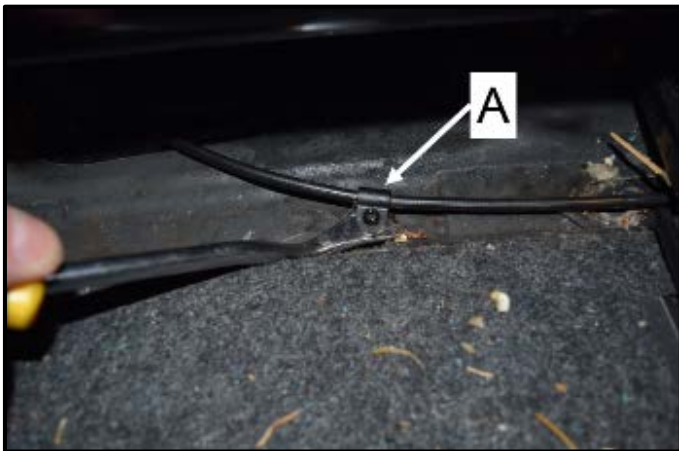


Remove right (passenger side) rear seat cushion and seat frame:

- Lift up on the seat cushion <A> until the cushion frame <2> releases from the grommets <3>.
- Disconnect the seat heating electrical connector (if equipped).



- Remove the four right rear seat frame bolts <1, 2, 3, and 4> using hand tools.

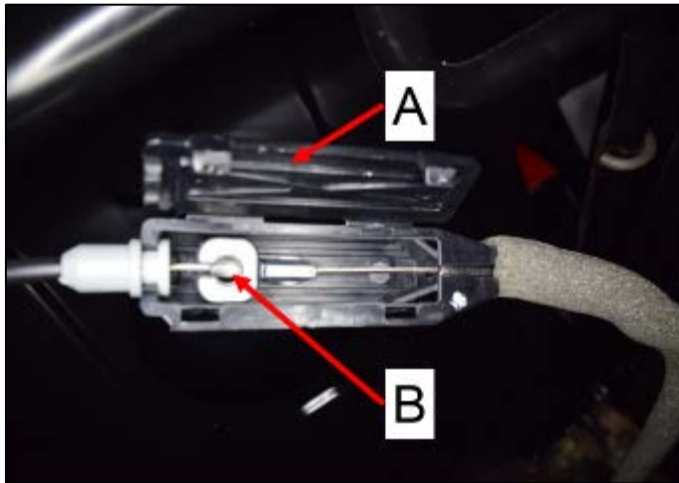


Disconnect seat adjustment cable (if equipped):

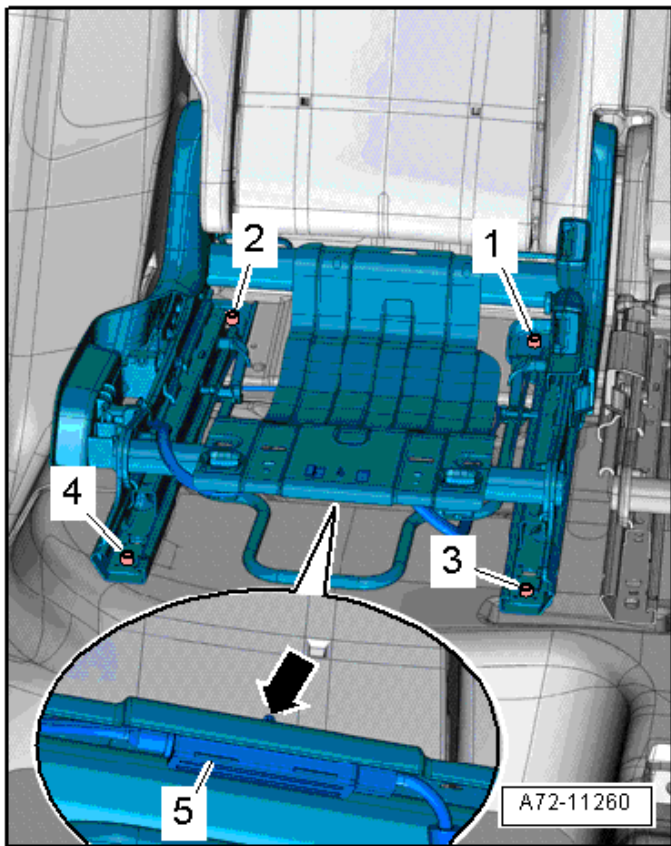
- Slide the seat frame forward and unclip the seat frame adjustment cable from the threaded tab <A>.



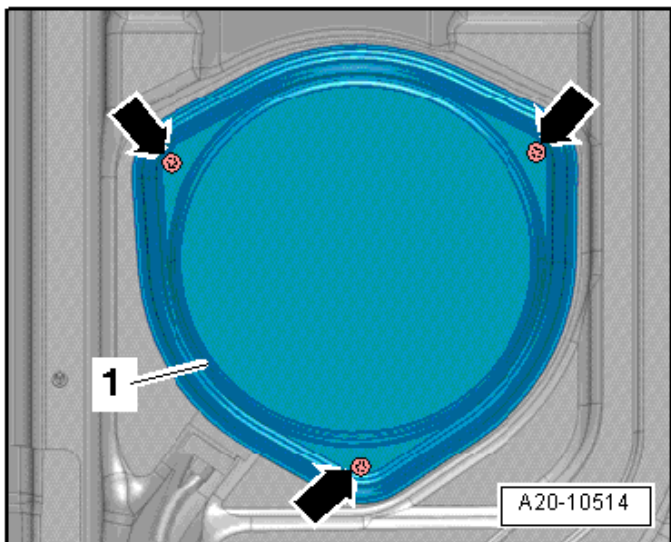
- Flip the seat frame up to gain access to the seat frame adjustment cable connector.
- Unclip the seat frame adjustment cable connector <A> from the seat frame.



- Open the seat frame adjustment cable connector cover <A> using a small screwdriver or pick tool.
- Remove the cable from the adjustment cable cover and disconnect at the junction .



- Remove the right rear seat frame from the vehicle.

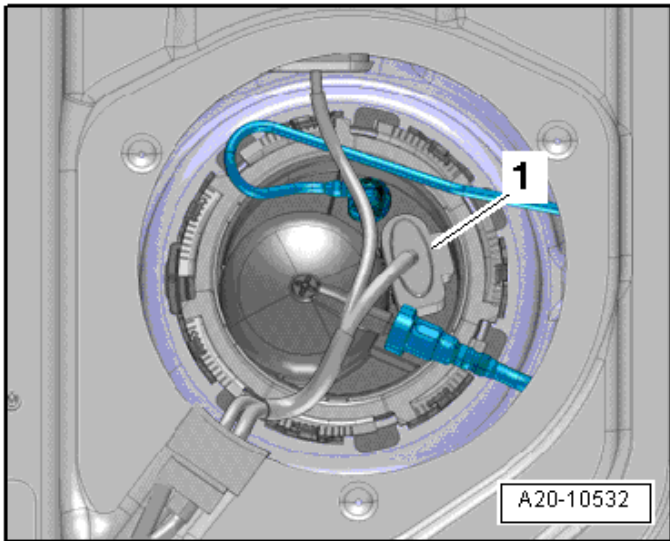


Replace fuel filter flange and apply protective film:

- Remove screws <arrows>.
- Remove fuel pump flange cover <1>.

NOTE

- Do not use pliers or other tools on any of the fuel line connectors or damage to the connectors may occur.
- Damage to the fuel line connectors due to improper removal/installation may cause a connector to not fasten securely upon reinstallation, causing a leak.
- A damaged fuel line connector requires replacement of the fuel line.
- Consequential damage any fuel line connectors due to improper removal/installation is not covered under this campaign.



- Clean and/or vacuum the area around the fuel pump opening to ensure no debris falls into the fuel tank during the repair.
- Release the lock and disconnect the electrical connector <1>.

⚠ CAUTION

Proper safety equipment is required. Wear safety goggles and protective gloves when working with gasoline, or any other fuel.

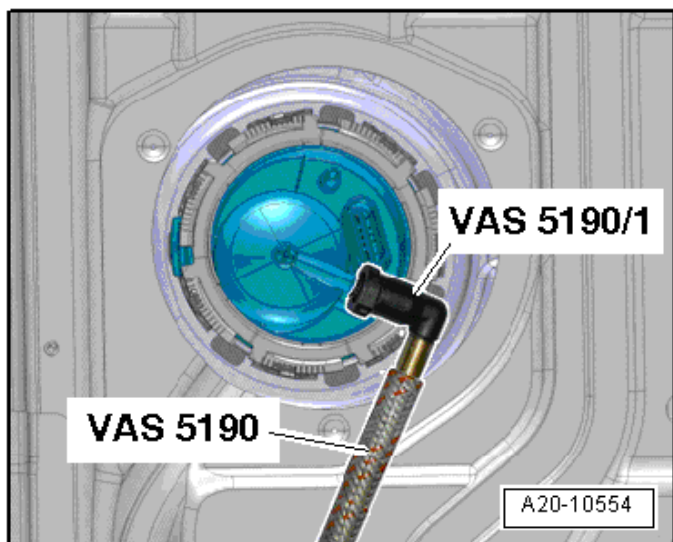


i TIP

Due to clearance issues between the locking tab and the body of flange, a small pick tool can be used to aid in removal of the connector.



- If the fuel filter flange is leaking fuel at the time of this repair, inspect the wiring harness connector carefully for damage due to fuel wicking into the weather pack seals.
- If damage to the weather pack seal and/or wiring harness is discovered, repair the wiring harness connector, wiring, and weather pack seals before reconnecting the connector to the fuel filter flange.



- Drain fuel down to approximately $\frac{1}{4}$ of a tank using Fuel Extraction Unit -VAS5190A-, if necessary.

NOTE

Accurately record the amount of fuel in liters removed from the vehicle using the sightglass measurement viewport on the side of the -VAS5190A- Fuel Extraction Unit. It is required to return to the fuel tank precisely the amount of fuel removed from the fuel tank. Failure to do so may result in fuel sending unit faults.

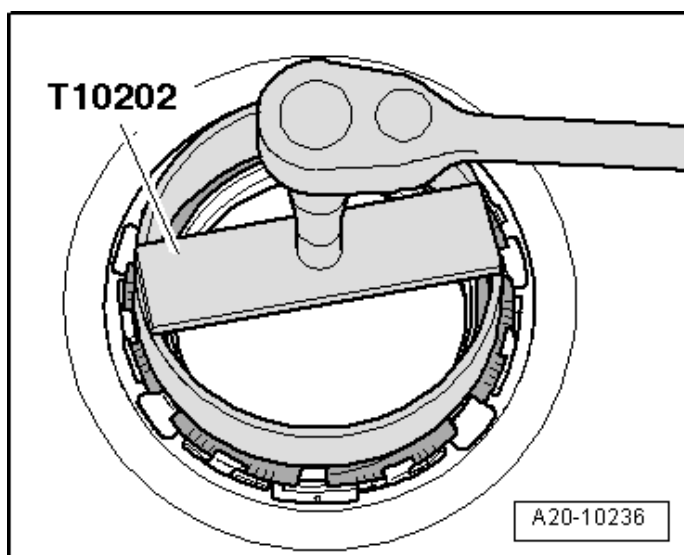


WARNING

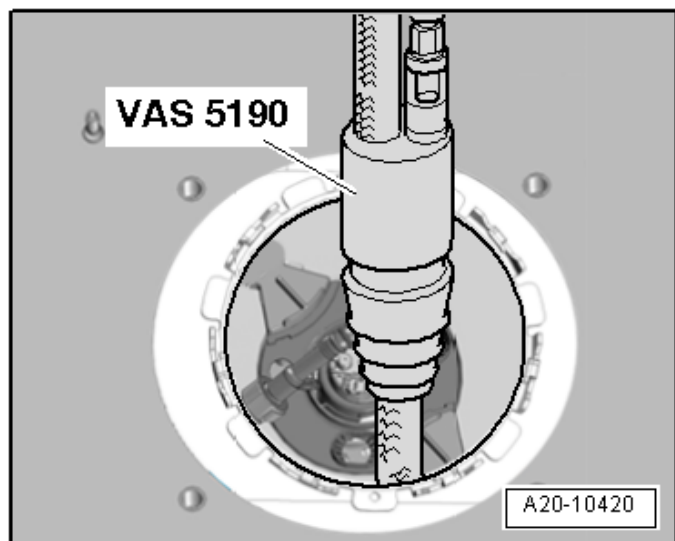
There is a risk of fuel leaking out from the filled fuel filter flange. Lay cloths, rags, or other absorbent material around the fuel filter flange opening to catch the leaking fuel.

CAUTION

Dispose of all absorbent material contaminated with gasoline or any other fuel in accordance with Local and Federal guidelines.



- Using special tool -T10202-, remove the fuel pump flange lock ring by turning counterclockwise.



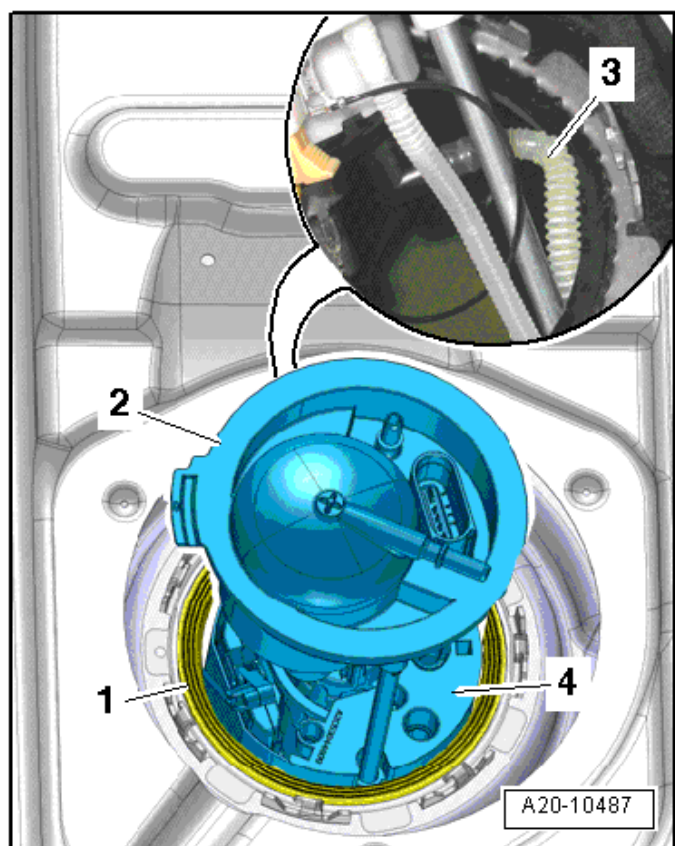
- If necessary, extract the fuel through the opening for the fuel delivery unit until the fuel has been reduced to a level that allows contact with the suction jet pump without submerging the hands in fuel.
 - Pull the fuel filter flange slightly out of the fuel tank and slide the -VAS5190A- into the fuel tank through the gap between the sealing flange and the installation opening.

CAUTION

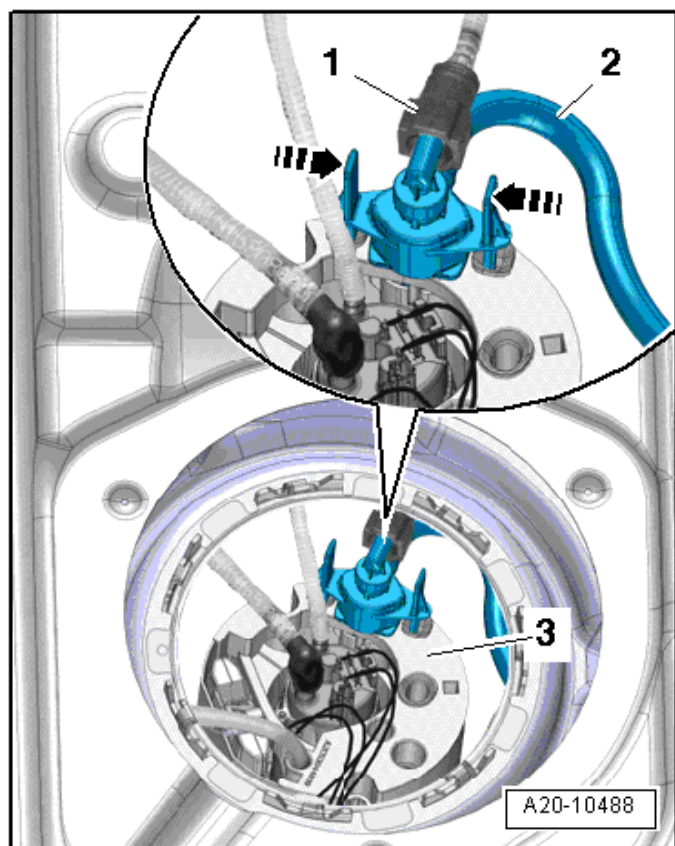
The fuel should be drained as to avoid submerging hands or fingers in fuel. In cold temperatures, fuel remains liquid well below the freezing point of water. In cold climates the fuel in the tank could be cold enough to cause injury if the hands or fingers are submerged, even when wearing gloves.

NOTE

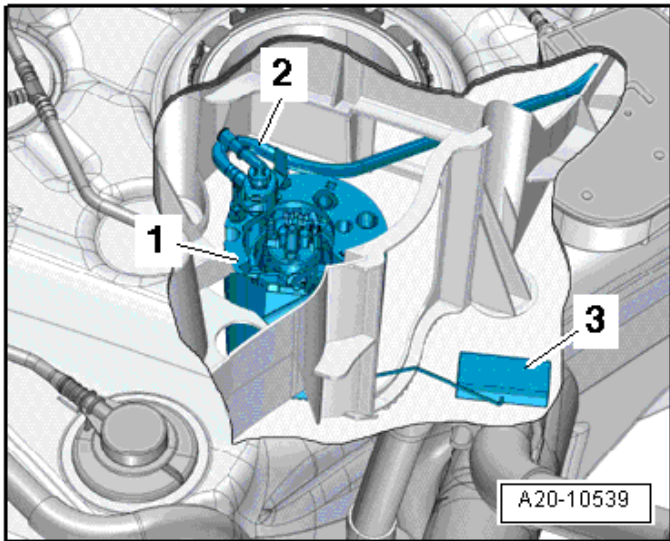
Accurately record the amount of fuel in liters removed from the vehicle using the sightglass measurement viewport on the side of the -VAS 5190- Fuel Extraction Unit. It is required to return to the fuel tank precisely the amount of fuel removed from the fuel tank. Failure to do so may result in fuel sending unit faults.



- Pull the fuel filter flange <2> out of the fuel tank slightly and remove the seal <1>.
- Move the fuel filter flange toward the right side of the vehicle, reach into the fuel tank through the gap between the flange and the opening and carefully guide the fuel line <3> out of the fuel tank.
- Remove the fuel filter flange <2> from the opening in the fuel tank and set it to the side with the lines still connected.

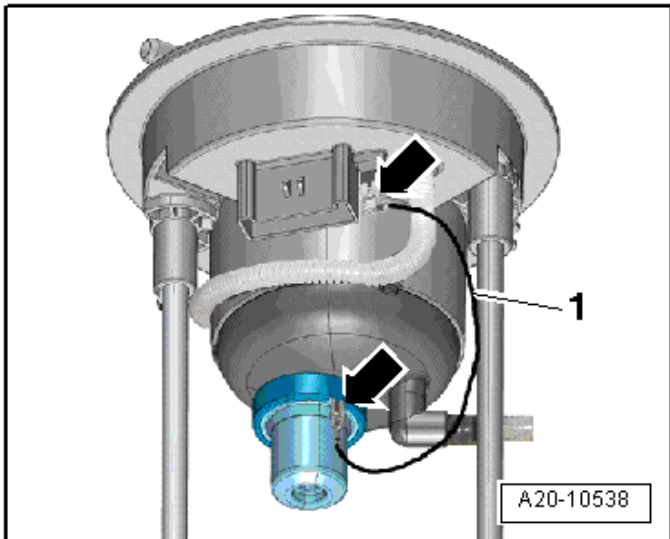


- Reach through the opening in the fuel tank and unlock the suction jet pump <arrows>.
- Pull suction jet pump <2> carefully upward with suction jet pipe <1> still connected.
- Disconnect suction jet pipe <1> from suction jet pump by pressing release button between the finger and thumb, pushing in on the connector, and then pulling off. Do not use pliers or other tools to disengage the connector or damage to the connector can occur.
- Remove the suction jet pump.
- Reach through the opening in the fuel tank and carefully remove the fuel delivery unit <3> being careful not to damage or bend the fuel sending unit floater arm.



NOTE

Be careful not to bend the floater arm on the Fuel Level Sensor <3> when removing the fuel delivery unit <1>.



- Prepare the new fuel filter flange assembly for installation onto the fuel delivery unit.
- Remove the fuel filter flange assembly from the top of the fuel delivery unit, and install the new fuel filter flange.

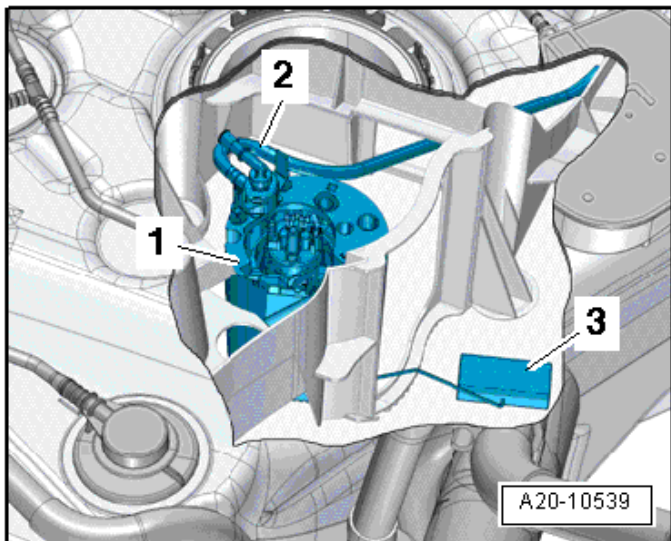
| Part Number | Part Description |
|---------------|--------------------|
| 8R0.919.679.C | Fuel Filter Flange |
| 1J0.919.133.B | Seal Ring |

NOTE

Be sure to connect the ground wire <1> to the fuel delivery unit <arrows> before continuing. Take care that during installation of the new fuel delivery unit assembly that the ground wire <1> is not damaged.

- Make sure the fuel hoses and wires are routed correctly as shown in the illustration.
- The fuel supply line must be routed in front of the guide pipe.
- The suction jet pipe must be routed behind the guide pipe.
- Insert the guide tube and the sealing flange into the guide holes of the fuel delivery unit.

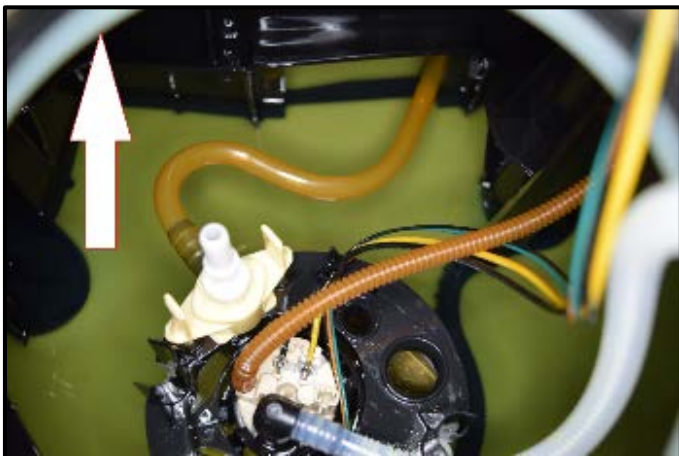




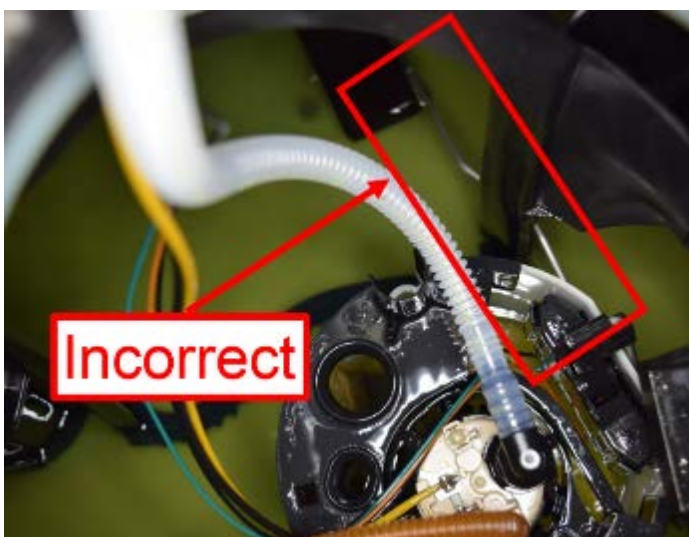
- Carefully reinsert the fuel delivery unit <1> into the fuel tank.
- Reach through the opening in the fuel tank and properly align the suction jet pump <2>.

NOTE

- Be careful not to bend the floater arm <3> on the Fuel Level Sensor <1> when reinstalling the fuel delivery unit <2>.
- Route the floater arm <3> carefully into the baffle in the fuel tank.
- Make sure all fuel lines inside the fuel tank are routed correctly and do not interfere with the travel of the fuel sending unit floater arm <3>.



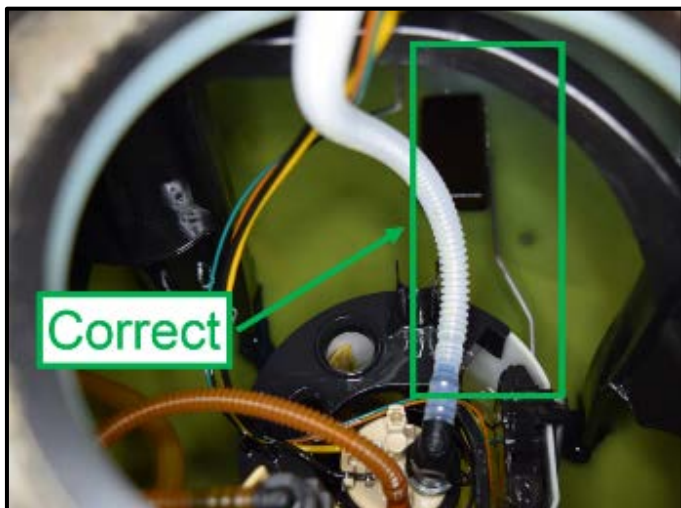
- Arrow denotes the front of the vehicle.
- Attach the suction jet pump to the fuel delivery unit. To do this, reach into the fuel tank through the opening and press down until you hear an audible click.
- Suction jet pump must engage audibly.
- Make sure the suction jet pipe and the suction jet pump are securely locked in place.



- Pay attention to the installation position of the Fuel Level Sensor Float.

NOTE

The floater arm of the Fuel Level Sensor must point toward the right side of the vehicle through the opening in the fuel tank baffle.



- Note the correct positioning of the fuel level sensor float.



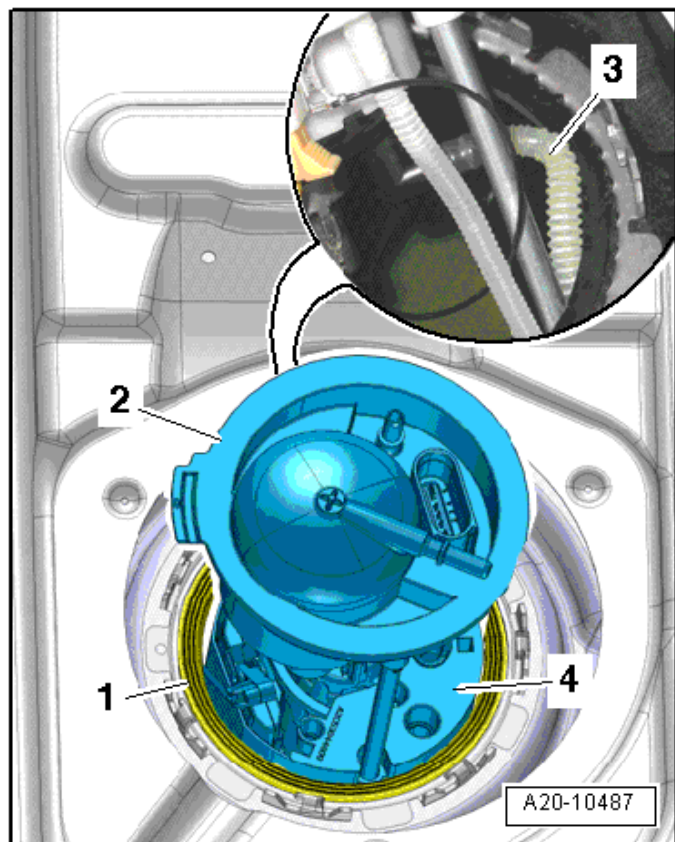
- Note the proper routing of the suction jet pipe. The suction jet pipe should be directed forward through the opening in the fuel tank baffle.



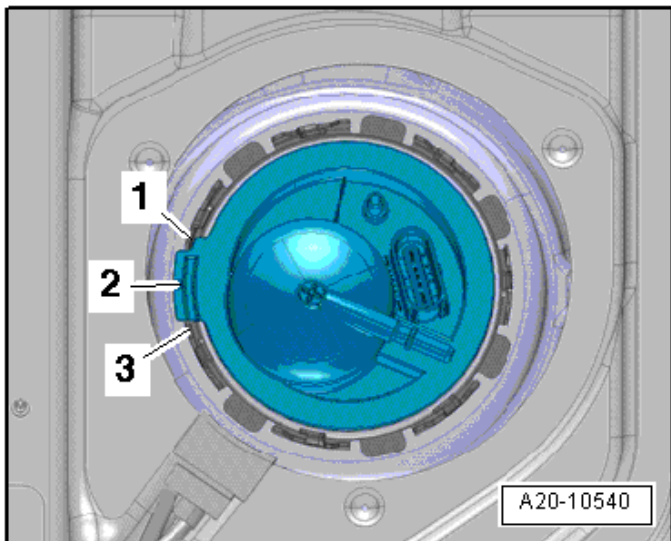
- Note the proper routing of the vent pipe <circle>.



- Reconnect the fuel pump connector to the fuel filter flange.



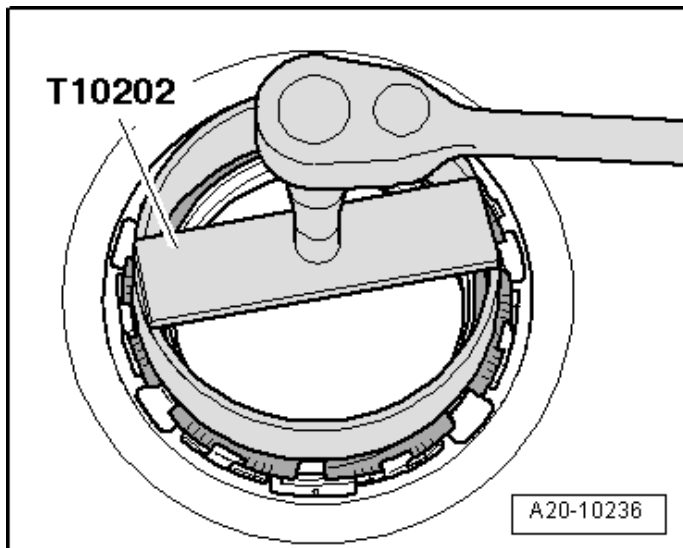
- Move the fuel filter flange <2> toward the center of the vehicle and insert the fuel filter flange <2> and fuel line <3> into the fuel tank.
- Carefully install the fuel line <3>.
- Install the new filter flange seal dry <1>. Do not lubricate the seal.



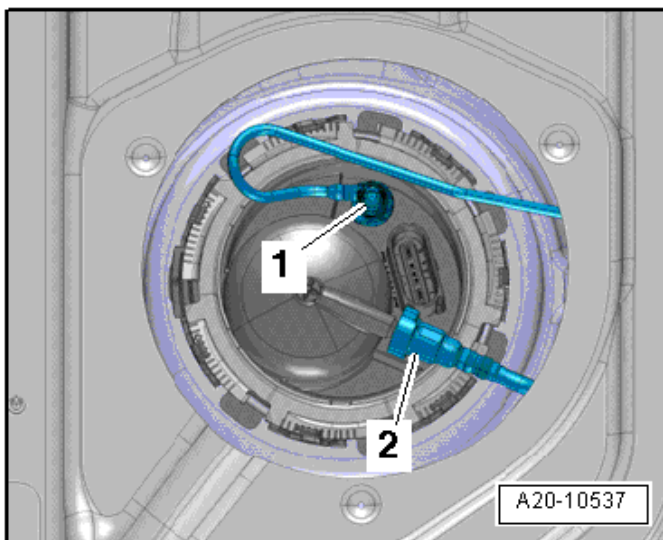
- Move the fuel pump flange into the installation position.

NOTE

The tab <2> on the sealing flange faces toward the rear of the vehicle and must be between the tabs <1> and <3> on the fuel tank.



- Tighten the locking ring using the Fuel Sending Unit Wrench -T10202-. Torque the locking flange to 110 Nm.



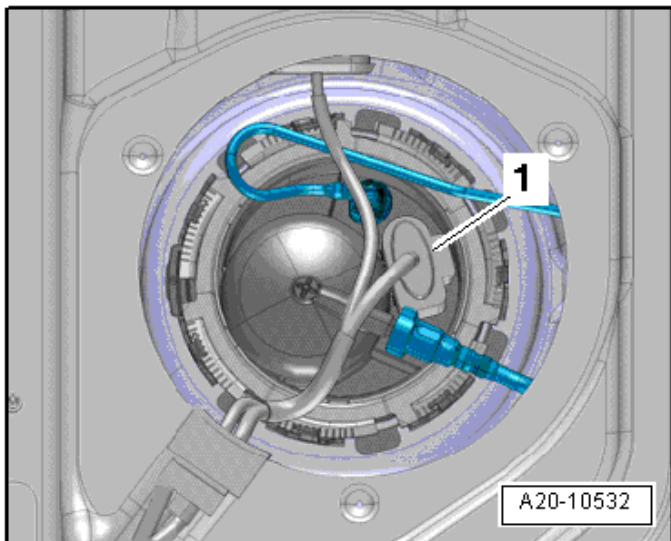
- Connect the fuel line <2>.
- Install new quick coupling piece cap onto connection <1>.

| Part Number | Part Description |
|---------------|--------------------------|
| 8E0.201.263.G | Quick Coupling Piece Cap |

- Push the connections into the fuel filter flange until you hear an audible click, then pull gently on the fuel line connector and cap to verify the connection to the fuel filter flange.

NOTE

The fuel heater line is not applicable on most vehicles. You must install the quick coupling piece cap onto the nipple located at the fuel heater line connection <1> if the fuel heating line is not applicable, or you will develop a fuel leak.



- Reinstall the electrical connector <1> and engage connector lock.
- Pull gently on the connector to verify connection to the fuel filter flange.

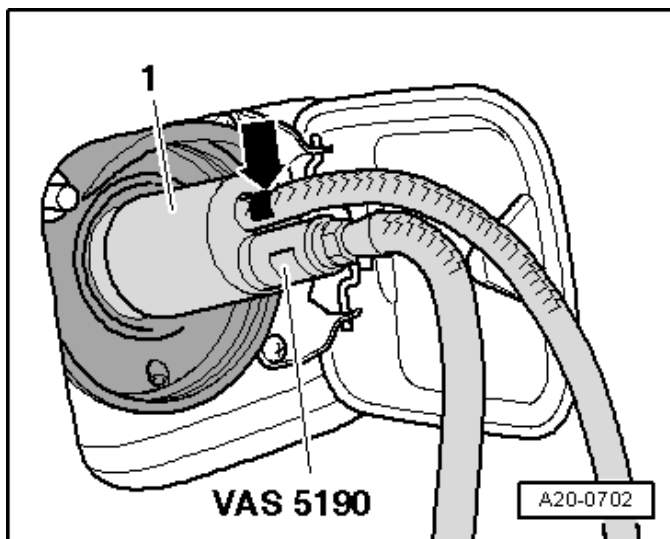


- Apply protective film as shown. Start application from the center and work the protective film towards the outside edges of the fuel filter flange taking care to eliminate air gaps or bubbles under the film.
- Use care when applying protective film so that no dust or dirt comes in contact with the adhesion side of the film.

NOTE

The fuel filter flange must be fully installed (with the locking ring in place) when the protective film is applied to ensure that part of the protective film does not get trapped between the top section of the fuel pump flange and the locking ring.

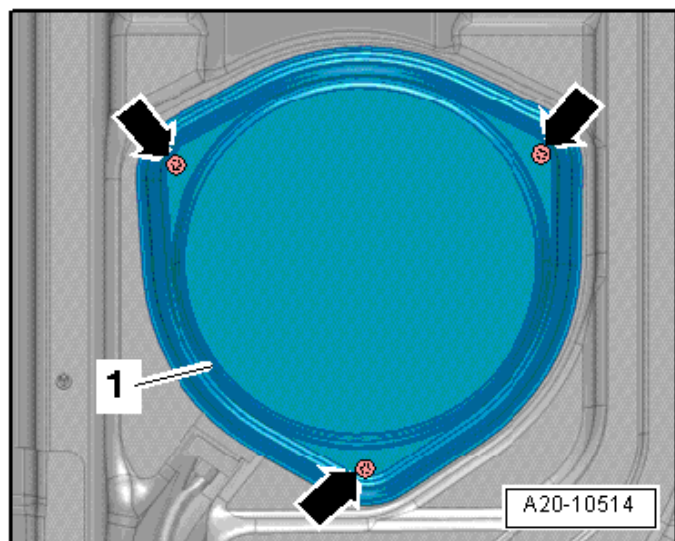
| Part Number | Part Description |
|-------------|------------------|
| 8R0.863.385 | Protective Film |



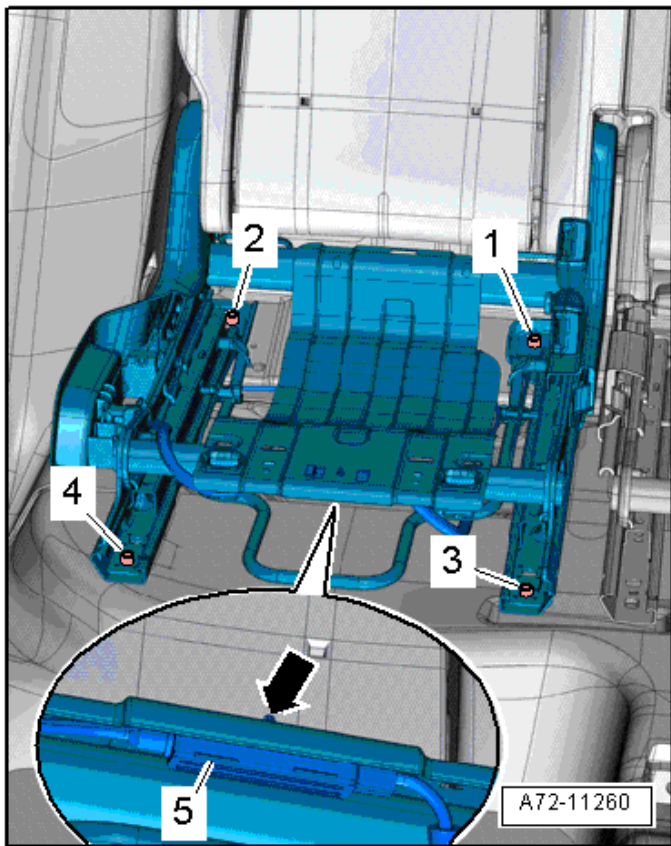
- Dispense recovered fuel contained in the -VAS5190A- Fuel Extracting Device back into the vehicle fuel tank.

⚠ CAUTION

Refer to the previously recorded fuel measurement obtained from the -VAS5190A- Fuel Extraction Unit sightglass. Be certain to refill the vehicle fuel tank with the same amount of fuel that was originally extracted from the vehicle or fuel sending unit faults may occur.



- Reinstall the fuel pump cover <1> by installing and tightening the three screws <arrows>.

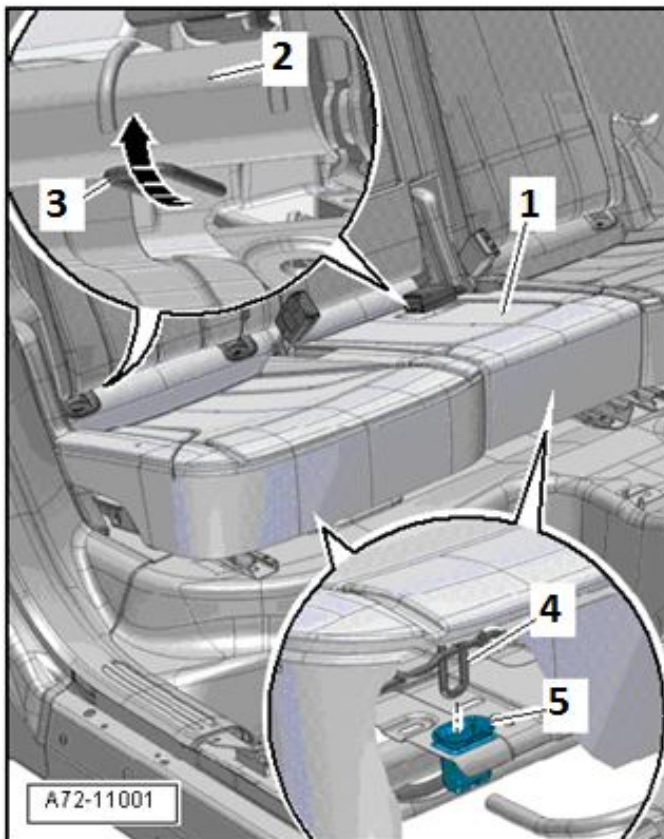


Reinstall seat frame and seat bench:

- Reinstall the seat frame.

i TIP

- Start bolt <1> by hand first.
- The bolt holes in the seat frame for the other three bolts are elongated. Bolt hole <1> is not elongated. This will reduce any chance of cross threading a bolt.
- Torque the seat frame mounting bolts <1, 2, 3, and 4> to 50 Nm.



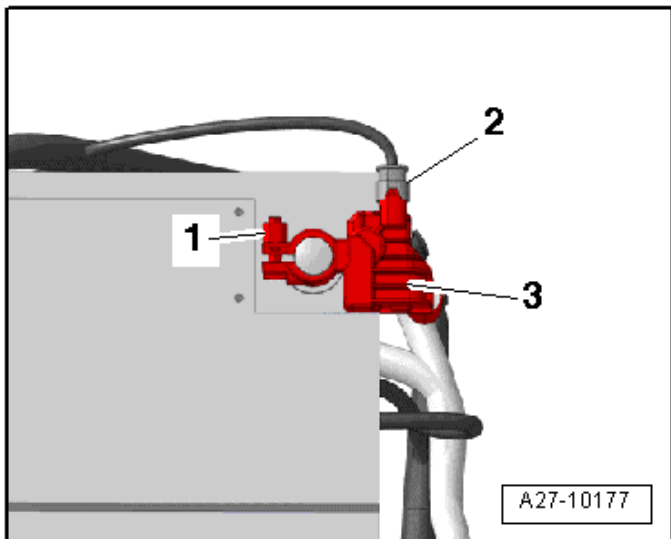
⚠ CAUTION

Replace the mounting grommets <5> each time the bench seat is removed. Do not reuse the grommets.

- Remove the mounting grommets <5> from the chassis, or the seat frame hooks <4>. The grommets will sometimes adhere to the seat frame during removal.
- Check the seat frame and chassis floor near the mounting plates for any deformation, and align it if necessary.
- Insert new mounting grommets into the chassis in the position shown <5>.

| Part Number | Part Description |
|-------------|------------------|
| 8E5.886.373 | Seat Grommet |

- Verify proper alignment of the seat frame hooks <4> into the grommets <5>.
- Press the mounting hooks <4> into the grommets <5> until you hear them click into place.



Connect battery ground:

- Disconnect the connector <2> from the Battery Monitoring Control Module -J367- <3>.
- Connect the battery ground cable terminal by hand to the battery negative terminal and tighten the nut <1> to 5 Nm.
- Reconnect the connector to the Battery Monitoring Control Module -J367- <3>.



Verify fuel level:

- Turn on the ignition.
- Cycle the ignition four to five times to prime the fuel system and verify there are no DTCs present and no warning lamps illuminated.
- Start the vehicle to verify fuel system functionality. Make sure to check for any fuel leaks before delivering the vehicle to the customer.
- Check the vehicle fuel level displayed on the instrument cluster <A>.
- Refer to the vehicle fuel level on the repair order and verify the proper operation of the fuel level sensor, and that the correct amount of fuel has been returned to the vehicle from the Fuel Extracting Device -VAS5190A- (if removed).
- Reset customer convenience basic settings (i.e. one touch windows, clock, etc.).

Repair Complete - Continue to Section D.

Section C – Repair Procedure for Q7 (Criteria 02)

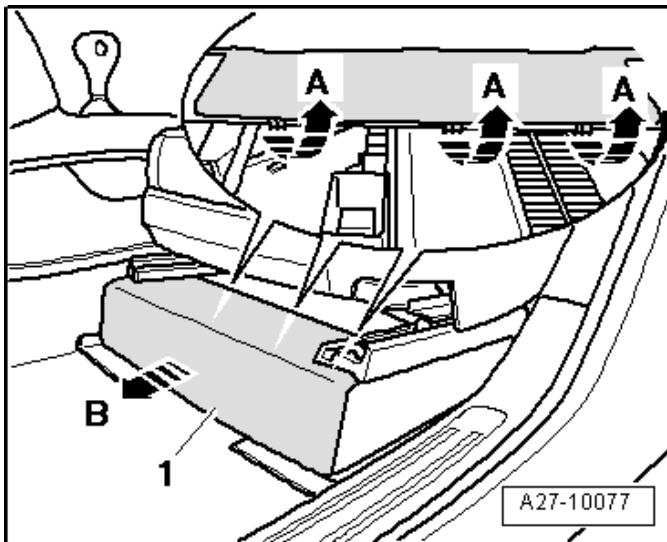


Record fuel level:

- Check the vehicle fuel level displayed on the instrument cluster <1>.
- Record the vehicle fuel level on the repair order.

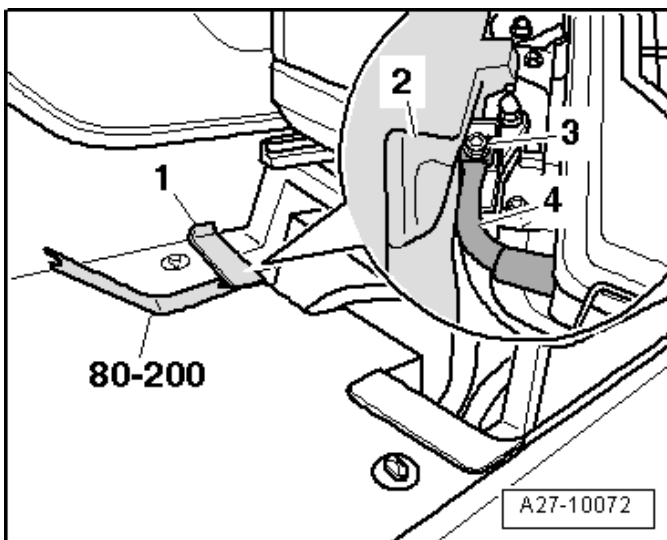
NOTE

If the fuel level in the vehicle is at or below $\frac{1}{2}$ tank, then it is possible to perform all operations in this bulletin without extracting any fuel using the Fuel Extracting Device -VAS5190A-. Record the fuel level before continuing on to battery disconnection.



Disconnect battery ground cable:

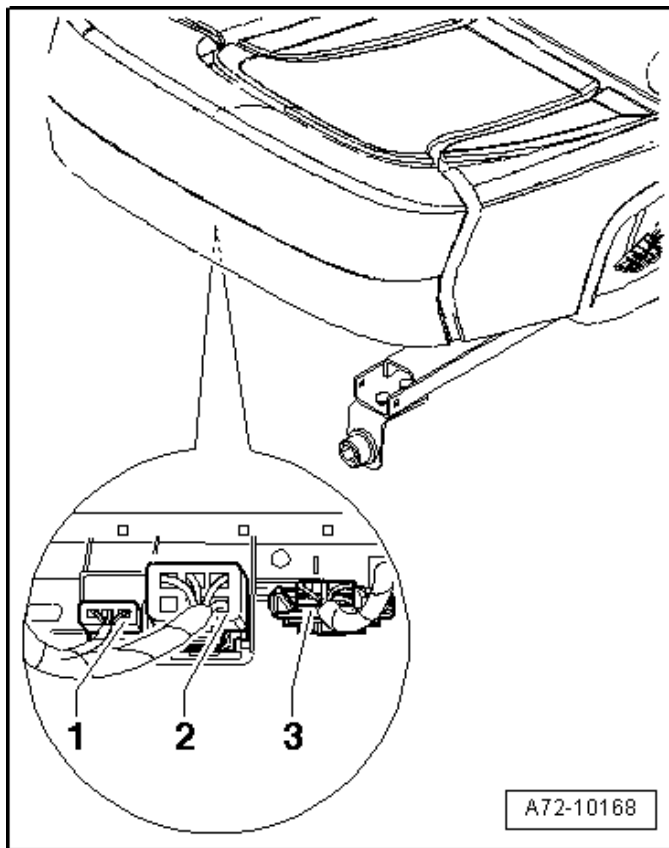
- Position driver's seat as far back as possible. Use the entire seat adjustment range to do this.
- Switch off the ignition.
- Reach under seat and release retaining clips on back side of cover <1> in direction of arrows <A>.
- Then remove cover in direction of arrow from driver's seat console.



- Pry cover <1> with Pry Lever -80-200- (or equivalent) from floor covering.
- Raise floor covering <2> slightly in ground wire area.
- Remove nut <3>, remove and isolate ground wire <4> from ground point.

NOTE

- The battery must be disconnected before removing fuel from the vehicle. If fuel removal is required and the battery is not disconnected, it is possible to experience fuel level sender faults upon completion of this campaign.
- Consequential diagnosis or damage resulting from failure to disconnect the battery is not covered under this campaign.



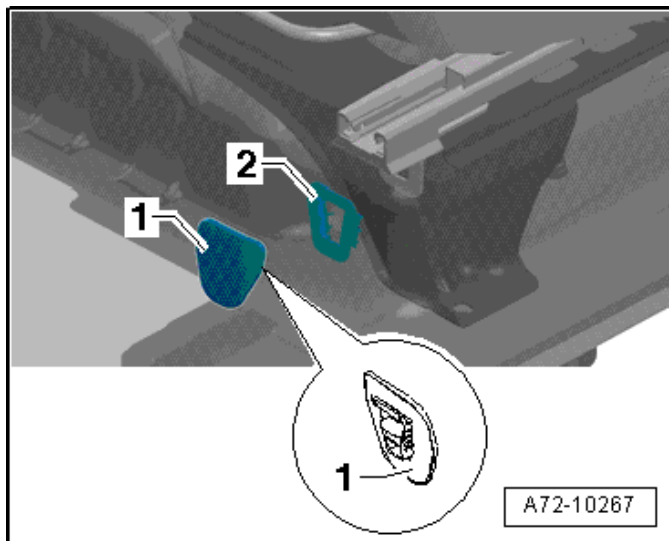
Remove left seat:

- Create photos or sketches of left rear under seat wiring location securing and routing.
- Remove seat heating connectors <2> and <3> (if equipped).

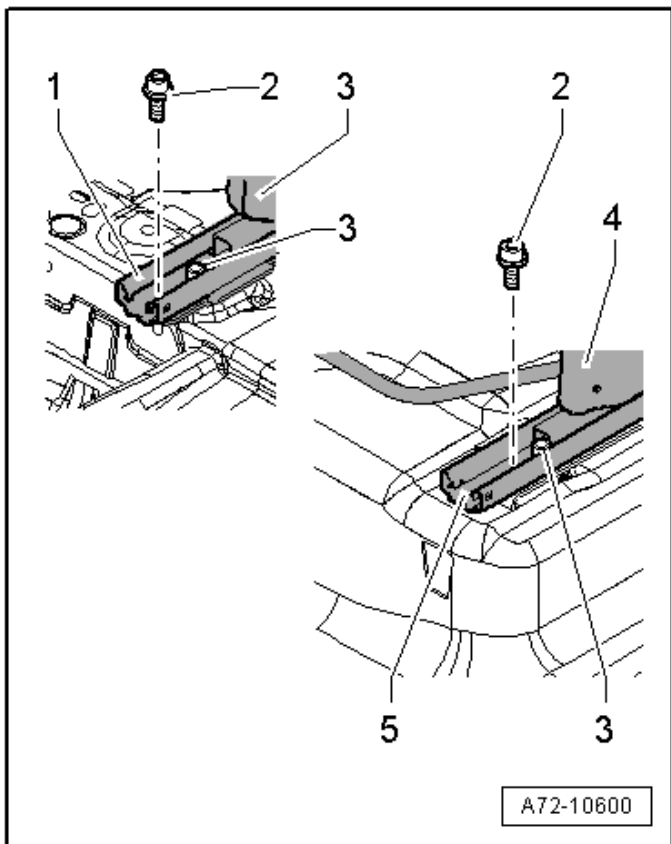
⚠ WARNING

Before handling airbag units (for example, disconnecting electrical connector), the person handling it must "discharge static electricity". This can be done by touching the door striker, for example.

- Remove yellow airbag connector <1>.



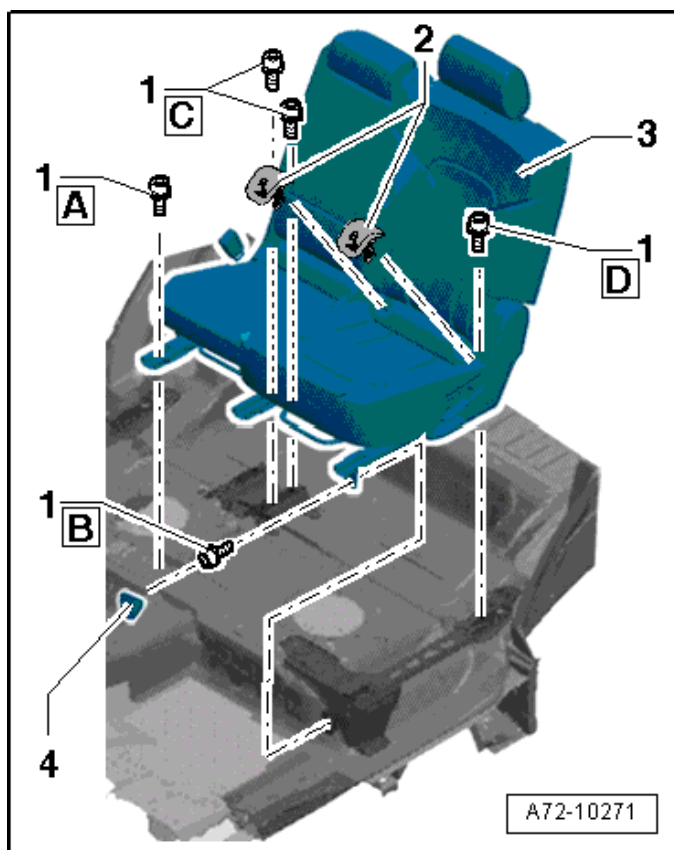
- Remove seat rail cover trim <1> using Trim Removal Wedge -3409- (or equivalent).
- Pry seat rail cover <1> at sides out of frame <2>.



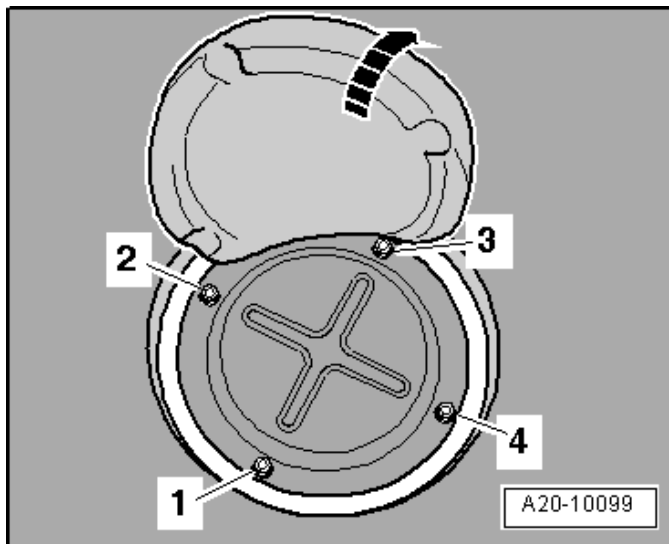
- Remove the seat rail stop bolts <2> (if required).

TIP

- The removal of the seat rail stop bolts will allow the seat frame to slide forward enough to gain access to the rear seat frame mounting bolts if the vehicle is not equipped with a third row entry assist handle.
- If the vehicle is equipped with a third row entry assist access handle on the rear of the second row backrest, lift the third row entry assist handle and fold the seat to the full forward position to gain access to the rear seat bolts.

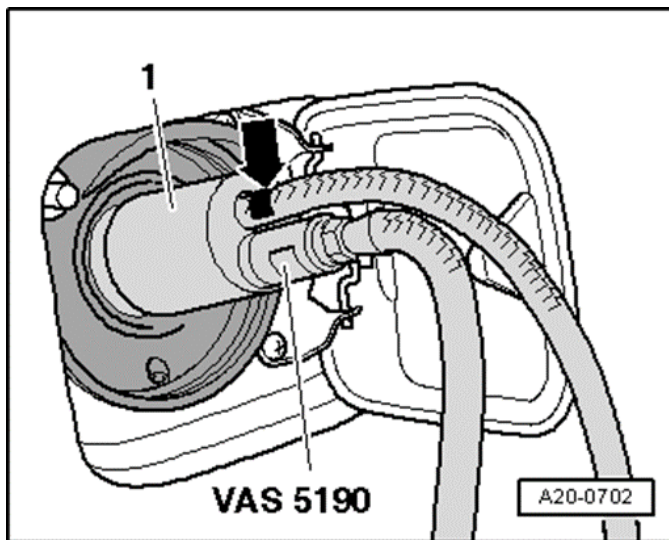


- Remove the second row front seat frame bolts <1A, 1B>.
- Slide the seat frame forward using the third row entry assist handle (if equipped), or slide the seat forward beyond the seat rail stop bolts to gain clear access to and remove the rear seat frame bolts <1C (x2) and 1D>.
- Lift seat frame assembly <3> out of the vehicle.



Replace fuel filter flange and apply protective film:

- Fold the floor covering to the side in direction of <arrow>.
- Remove screws <1> through <4> and remove left locking flange cover.



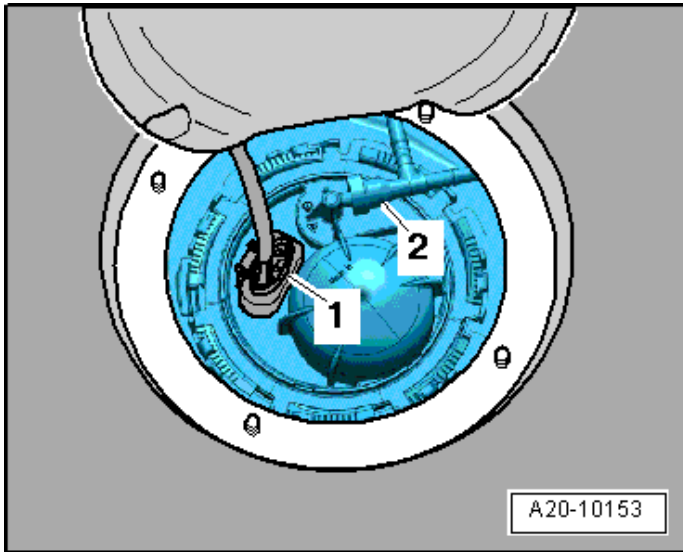
- Drain fuel down to approximately $\frac{1}{2}$ of a tank using Fuel Extraction Unit -VAS5190A-, if necessary.

CAUTION

The fuel should be drained as to avoid submerging hands or fingers in fuel. In cold temperatures, fuel remains liquid well below the freezing point of water. In cold climates the fuel in the tank could be cold enough to cause injury if the hands or fingers are submerged, even when wearing gloves.



- If the fuel filter flange is leaking fuel at the time of this repair, inspect the wiring harness connector carefully for damage due to fuel wicking into the weather pack seals.
- If damage to the weather pack seal and/or wiring harness is discovered, repair the wiring harness connector, wiring, and weather pack seals before reconnecting the connector to the fuel filter flange.



- Disconnect filter flange electrical connector <1>.
- Remove the fuel tank vent line connector <2> from the filter flange by squeezing the release tab between the finger and thumb, pushing in on the connector, and then pulling off.

NOTE

- 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.

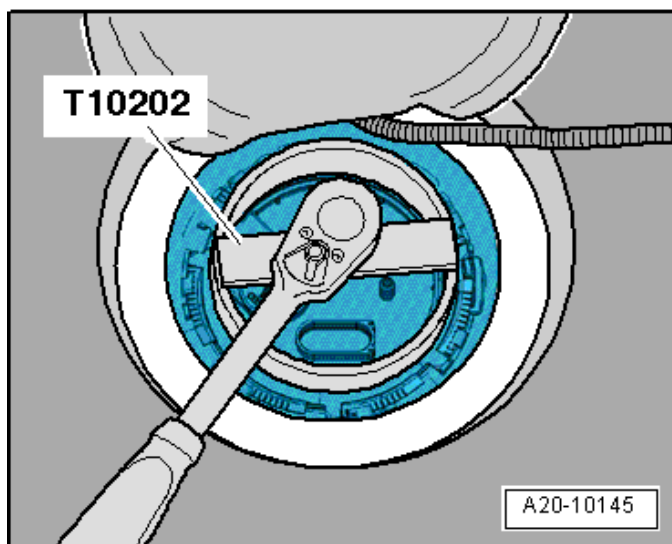


WARNING

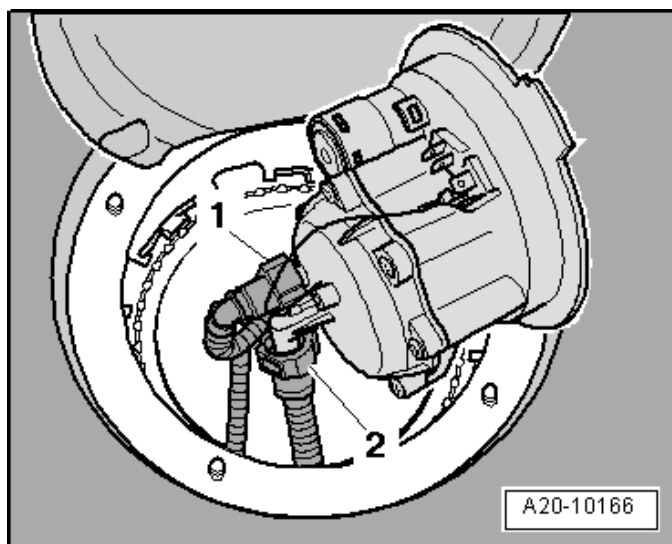
There is a risk of fuel leaking out from the filled fuel filter flange. Lay cloths, rags, or other absorbent material below to catch the leaking fuel.

CAUTION

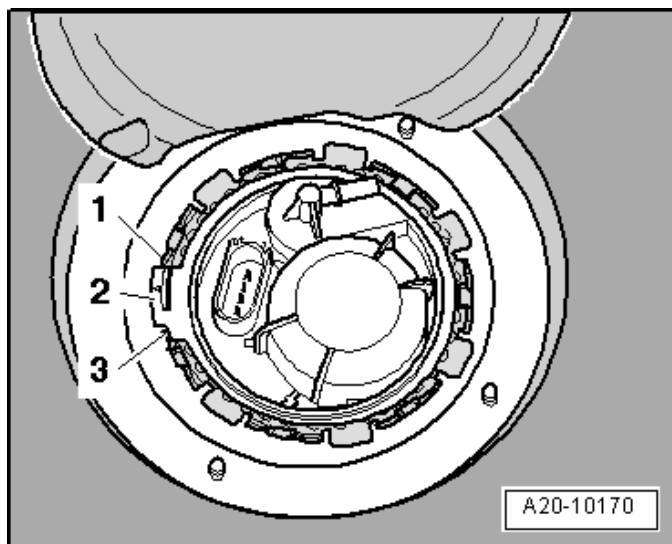
Dispose of all absorbent material contaminated with gasoline or any other fuel in accordance with Local and Federal guidelines.



- Using Fuel Sending Unit wrench -T10202-, remove the locking ring from the fuel filter flange by turning counterclockwise.



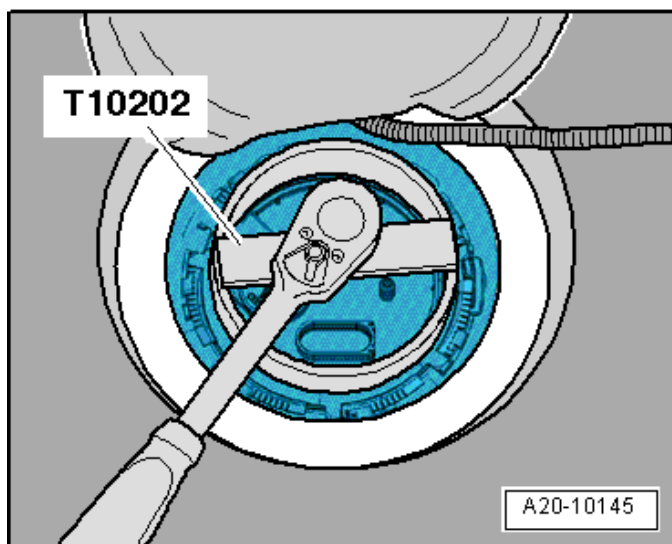
- Disconnect fuel lines <1> and <2> from fuel filter flange by squeezing the release tab between the finger and thumb, pushing IN on the connector, then pulling OFF.
- Disconnect electrical connector.
- Remove left locking flange with fuel filter housing and seal.



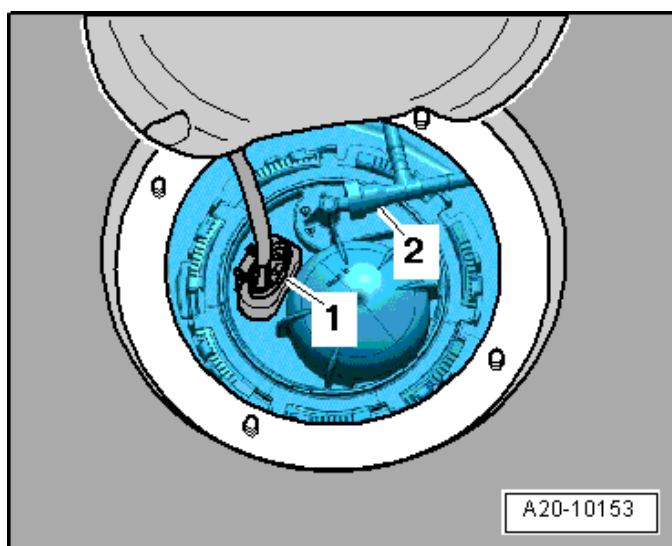
- Install new fuel filter flange assembly into fuel tank.
- Reconnect fuel lines and electrical connector.
- Install the new filter flange seal dry. Do not lubricate the seal.

| Part Number | Part Description |
|---------------|--------------------|
| 7L8.919.679 | Fuel Filter Flange |
| 1J0.919.133.B | Seal Ring |

- The tab <2> on the fuel filter flange faces toward the arrow marking and must lie between tabs <1> and <3> on fuel tank.



- Reinstall the fuel filter flange locking ring by turning clockwise. Torque the locking flange to 110 Nm.



- Reconnect the fuel filter flange electrical connector <1> and push into place until you feel and hear the audible click.
- Reconnect the fuel tank vent line connector <2> and push into place until you feel and hear the audible click.

NOTE

After installation gently push, then pull, on both the electrical connector and fuel vent line connector to verify they are securely attached.

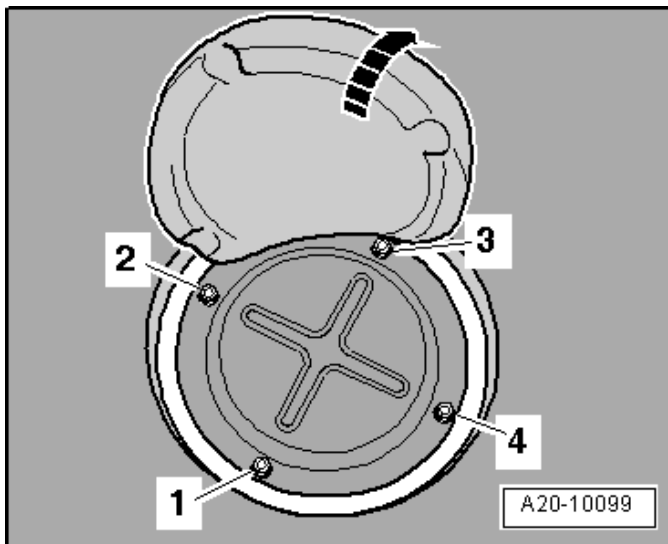


- Apply protective film as shown. Start application from the center and work the protective film towards the outside edges of the fuel pump flange taking care to eliminate air gaps or bubbles under the film.
- Use care when applying protective film so that no dust or dirt comes in contact with the adhesion side of the film.

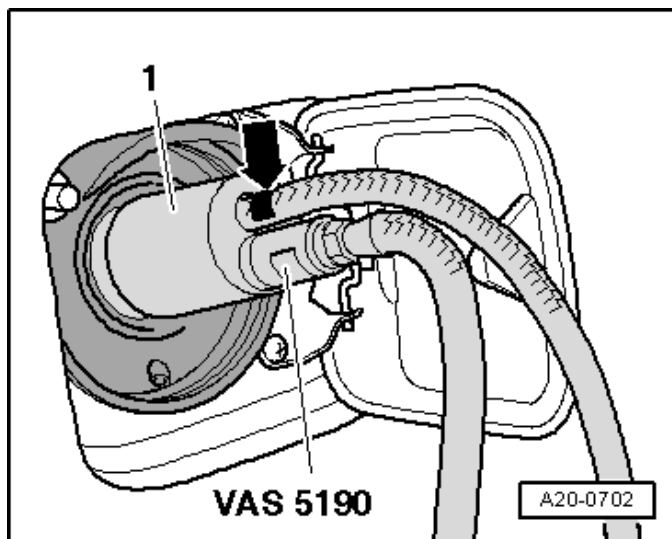
NOTE

The fuel filter flange must be fully installed (with the locking ring in place) when the protective film is applied to ensure that part of the protective film does not get trapped between the top section of the fuel pump flange and the locking ring.

| Part Number | Part Description |
|-------------|------------------|
| 8R0.863.385 | Protective Film |



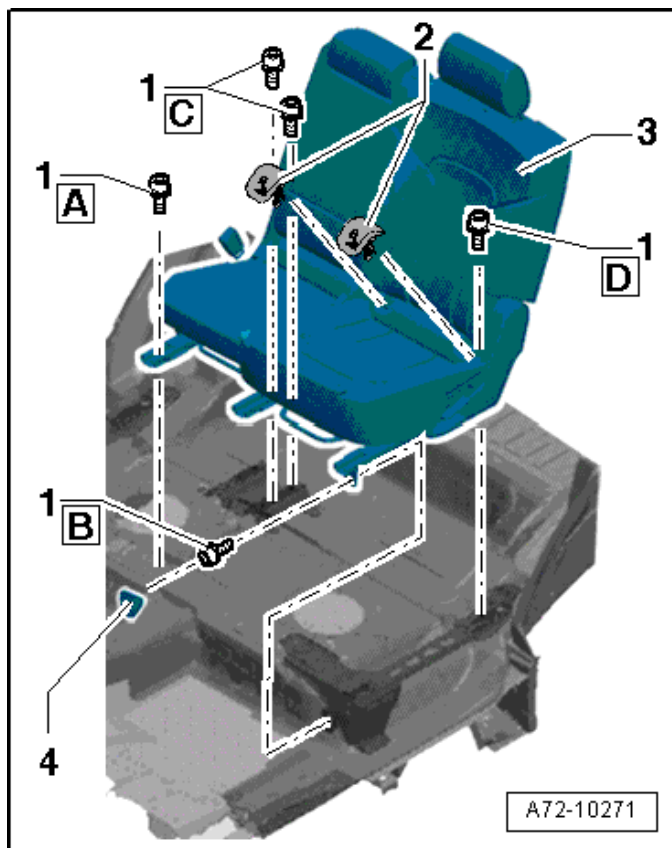
- Reinstall left locking flange cover and reinstall screws <1> through <4>.
- Fold the floor covering carpet closed to conceal the locking flange cover.



- If fuel was removed due to replacement of the fuel filter flange, dispense recovered fuel contained in the -VAS5190A- Fuel Extracting Device back into the vehicle fuel tank at this time.

⚠ CAUTION

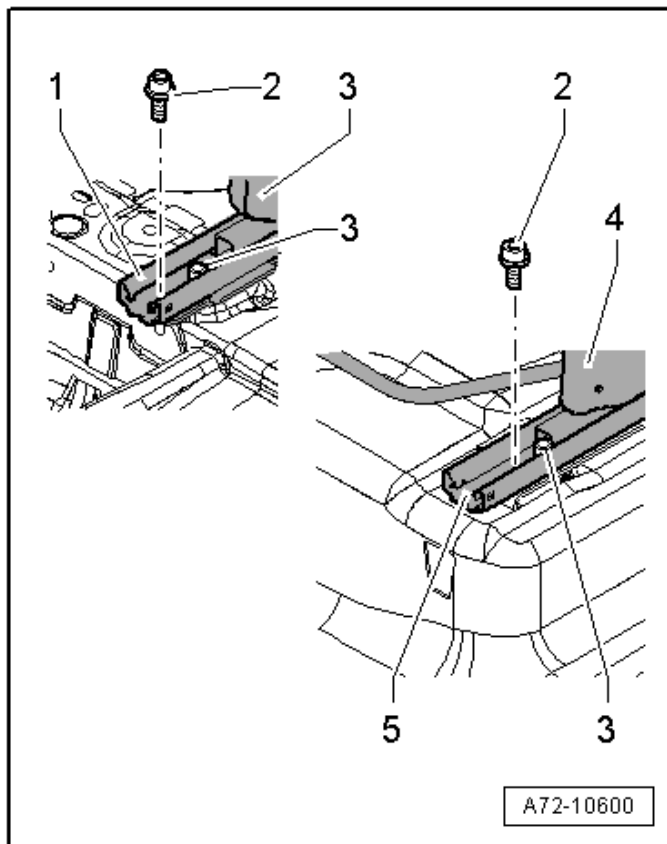
Refer to the previously recorded fuel measurement obtained from the -VAS5190A- Fuel Extraction Unit sightglass. Be certain to refill the vehicle fuel tank with the same amount of fuel that was originally extracted from the vehicle or fuel sending unit faults may occur.



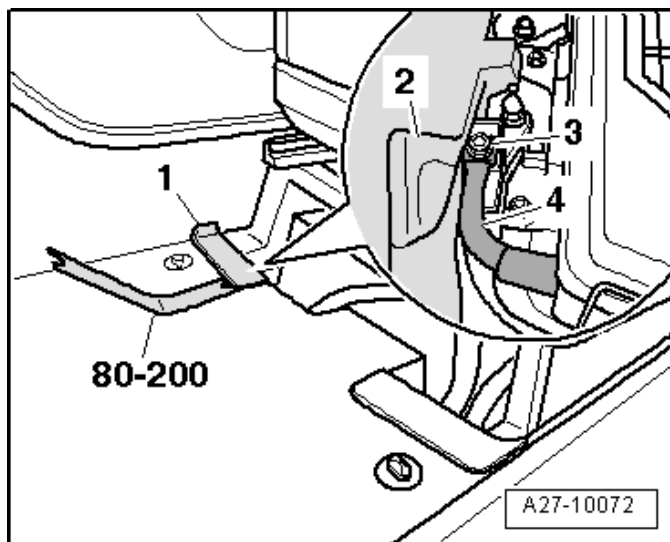
Install left seat:

- Reinstall seat frame assembly <3> into the vehicle.
- Reinstall new seat frame bolts <1A, 1B, 1C (x2), and 1D>. Tighten bolts to 50 Nm.

| Part Number | Part Description |
|--------------|-----------------------|
| N 909.650.01 | Socket Head Bolt (x4) |
| N 910.407.02 | Socket Head Bolt (x1) |



- Reinstall the seat rail stop bolts <2> (if removed). Tighten the bolts to 20 Nm.
- Reinstall seat rail trim.
- Connect connectors, if equipped.
- Route and secure wiring according to photos or sketches that were made.

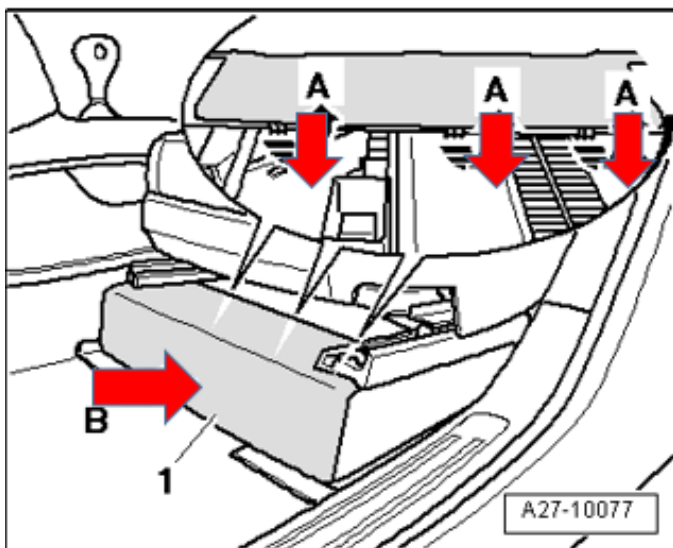


Connect battery ground:

NOTE

- The connector for the Battery Monitoring Control Module must be connected when connecting the ground wire to the ground point on vehicles with Battery Monitoring Control Module -J367-.
- If the connector on the Battery Monitoring Control Module -J367- comes loose when connecting the battery, wait 30 seconds before connecting it again.

- Reconnect battery ground.
- To connect, position ground wire terminal clamp on ground point and tighten nut to 20 Nm.



- Reinstall battery cover assembly.

NOTE

After connecting the power supply, the ABS warning lamp may illuminate.

This condition can be corrected by driving the vehicle a short distance.



Verify fuel level:

- Turn on the ignition.
- Cycle the ignition four to five times to prime the fuel system and verify there are no DTCs present and no warning lamps illuminated.
- Start the vehicle to verify fuel system functionality. Make sure to check for any fuel leaks before delivering the vehicle to the customer.
- Check the vehicle fuel level displayed on the instrument cluster <1>.
- Refer to the vehicle fuel level on the repair order and verify the proper operation of the fuel level sensor.
- Reset customer convenience basic settings (i.e. one touch windows, clock, etc.).

Repair Complete - Continue to section D.

Section D – 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 E.**

Section E - 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.
- 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 current to the fuel pump before opening the fuel system. Otherwise, the fuel pump will activate when the driver door is opened.
- Disconnect the power supply by removing the fuse for the Fuel Pump Control Module / fuel delivery unit, or by disconnecting the battery.
- Danger of explosion due to cell phones. Keep cell phones out of reach in the work space area.