

Safety Recall

Code: 20BK



Subject	Fuel Line Guide Sleeve
Release Date	December 20, 2018
Affected Vehicles	U.S.A. & CANADA: Certain 2018 MY Audi TT Roadster, TT Coupe, A3 Sedan and A3 Cabriolet <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 underhood fuel supply hose quick connector may not be securely attached to the fuel supply line. There is a risk that the fuel line may open at the quick connector, which may cause fuel to leak into the engine compartment. Leaking fuel, in the presence of an ignition source may result in a fire.
Corrective Action	Inspect the affected fuel line connection. The guiding sleeve will be removed and a tension test will be performed to assure secure locking.
Precautions	Customers who notice a fuel odor in the vehicle are advised to contact an authorized Audi dealer without delay and arrange to have the vehicle inspected.
Parts Information	No parts will be needed for this repair.
Code Visibility	On or about December 20, 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. On or about December 20, 2018, this campaign code will show open on affected vehicles in Elsa. On or about December 20, 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 .
Owner Notification	Owner notification will take place in December 2018. Owner letter examples are included in this bulletin for your reference.
Additional Information	Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions. IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS <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. <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. Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before</u> 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	20BK
Damage Code	0099
Parts Vendor Code	002
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Causal Indicator	Mark labor as causal
Vehicle Wash/Loaner	Do not claim wash/loaner under this action
Criteria I.D.	01 or 02
	Disconnect fuel hose and remove assembly aid Labor operation: 2038 49 99 30 T.U.

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 18V863

**Subject: Safety Recall 20BK – Fuel Line Guide Sleeve
Certain 2018 MY Audi TT Roadster, TT Coupe, A3 Sedan & A3 Cabriolet**

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 2018 MY Audi TT Roadster, TT Coupe, A3 Sedan & A3 Cabriolet vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The underhood fuel supply hose quick connector may not be securely attached to the fuel supply line. There is a risk that the fuel line may open at the quick connector, which may cause fuel to leak into the engine compartment. 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 inspect the affected fuel line connection. The guiding sleeve will be removed and a tension test will be performed to assure secure locking. This work will take about half an hour 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 a fuel odor in the vehicle, 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.

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 20BK – Fuel Line Guide Sleeve
Certain 2018 MY Audi TT Roadster, TT Coupe, A3 Sedan & A3 Cabriolet**

Dear Audi Owner,

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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.

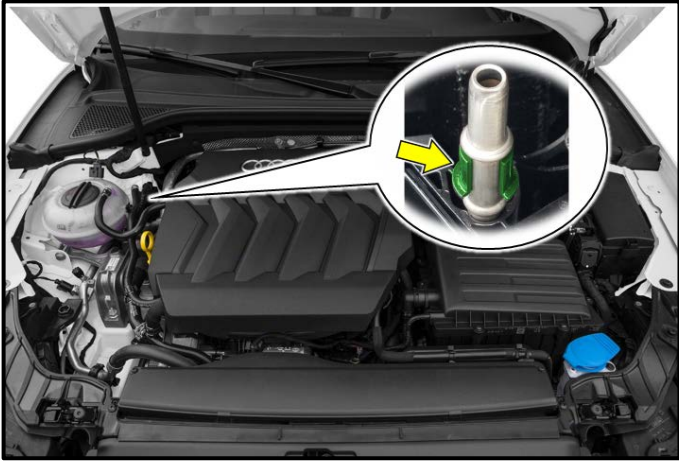
Sincerely,

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.
- 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.

Repair Overview



- Remove assembly aid <arrow> on fuel supply line.

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.

⚠ 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.
- DO NOT open the driver door when fuel hose is disconnected.



Disconnect EVAP line for easier access to fuel hose coupling:

- Turn off the ignition and remove key from the vehicle.
- Press the release buttons <arrows> and remove the connector coupling.



Disconnect fuel line coupling <1>:

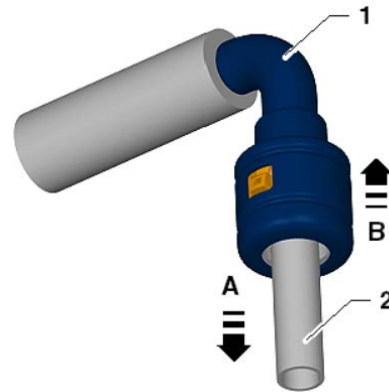
⚠ IMPORTANT REPAIR STEP

STOP! STOP!

IMPORTANT!

The following instructions must be followed in order, so damage to the fuel hose coupling does not occur.

- Counter-hold the fuel line <2>.
- Push down on coupling <1> in direction of <arrow A>.
- Push and hold the release buttons only after the coupling has been pushed down in direction of <arrow A>.
- Remove coupling <1> from fuel line <2> in direction of <arrow B>.



⚠ CAUTION

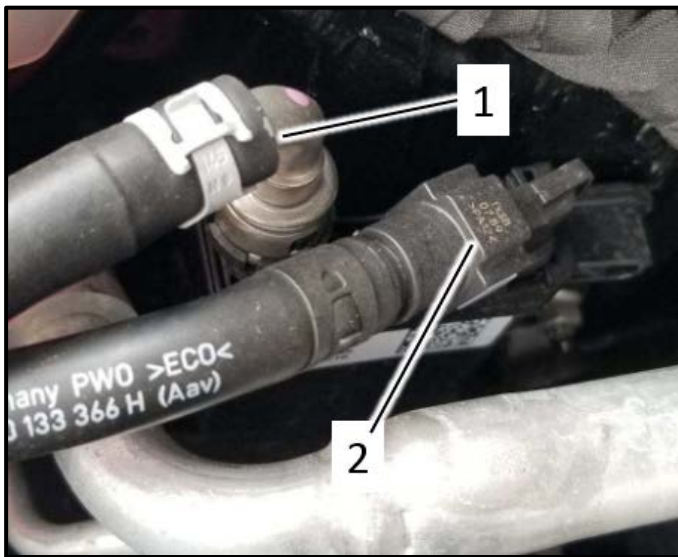
RISK OF NONPAYMENT!

- 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 or damage to the line may occur.
- Damage to the fuel line connector or fuel line 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 due to improper removal/installation is not covered under this campaign.**



Remove fuel line assembly aid:

- Remove and discard assembly aid <arrow> from fuel line.



Install fuel hose and EVAP hose:

- Install fuel hose coupling <1> onto fuel line until it audibly engages.
- Pull up on coupling <1> to verify that it is locked properly in place.
- Install vent hose coupling <2> onto vent line until it audibly engages.
- Pull up on coupling <2> to verify that it is locked properly in place.
- Start the engine and verify no fuel leaks are present.

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.
- Danger of explosion due to cell phones. Keep cell phones out of reach in the work space area.