

Safety Recall

Code: 24DP



Subject	Fuel Rails
Release Date	February 19, 2019
Affected Vehicles	<u>USA</u> <ul style="list-style-type: none">• 2015-2018 MY Audi A8• 2016-2018 MY Audi A7• 2016-2018 MY Audi A6 Sedan• 2017-2018 MY Audi Q7 <u>CANADA</u> <ul style="list-style-type: none">• 2015-2017 MY Audi A8• 2016-2017 MY Audi A7• 2016-2017 MY Audi A6 Sedan• 2017-2018 MY Audi Q7 <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">✓ 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	On certain vehicles, a small amount of fuel may leak from one or both fuel rails. Leaking fuel, in the presence of an ignition source, may result in a fire.
Corrective Action	Replace the fuel rails.
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	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 February 19, 2019, 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 February 19, 2019, this campaign code will show open on affected vehicles in Elsa.</p> <p>On or about February 19, 2019, 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 February 2019. 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</p>

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2019 Audi of America, Inc. and Audi Canada. All Rights Reserved.

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.

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

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 19V035

**Subject: Safety Recall 24DP – Fuel Rails
Certain 2015-2018 Model Year Audi 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 2015-2018 model year Audi A8, 2016-2018 model year Audi A7 & Audi A6 Sedan and 2017-2018 model year Audi Q7 vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** On certain vehicles, a small amount of fuel may leak from one or both fuel rails. 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 rails. This work will take about three hours to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.
- 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** 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.
- 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 24DP – Fuel Rails
Certain 2015-2018 Model Year Audi 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 2015-2017 model year Audi A8, 2016-2017 model year Audi A7 & Audi A6 Sedan, and 2017-2018 model year Audi Q7 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? On certain vehicles, a small amount of fuel may leak from one or both fuel rails. 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 rails. This work will take about three hours to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

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

Precautions you should take 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.

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.

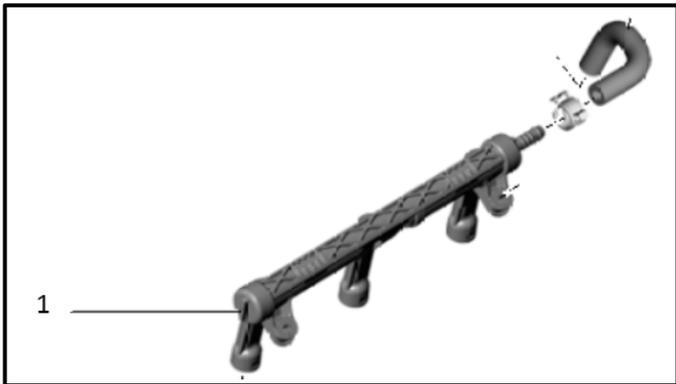
Sincerely,

Audi Customer Protection

NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- 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



- Replace left and right low pressure fuel rails <1>.

Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01	1	06E.198.201.B	Fuel rail repair kit
	6	06E.998.906	Injector seal kit
	Up to 500 ml	See ETKA	Coolant

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>Locking Pin -T10060A-</p>		<p>Engine Bung Set -VAS6122- (or equivalent)</p>
	<p>Hose Clip Pliers -VAS6362- (or equivalent)</p>		<p>Torque Wrench 1783 2-10Nm -VAG1783- (or equivalent)</p>
	<p>Torque Wrench 5-50Nm -VAG1331- (or equivalent)</p>		<p>Cooling System Tester – Adapter -VAG1274/8-</p>
	<p>Cooling System Tester -VAG1274B-</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.

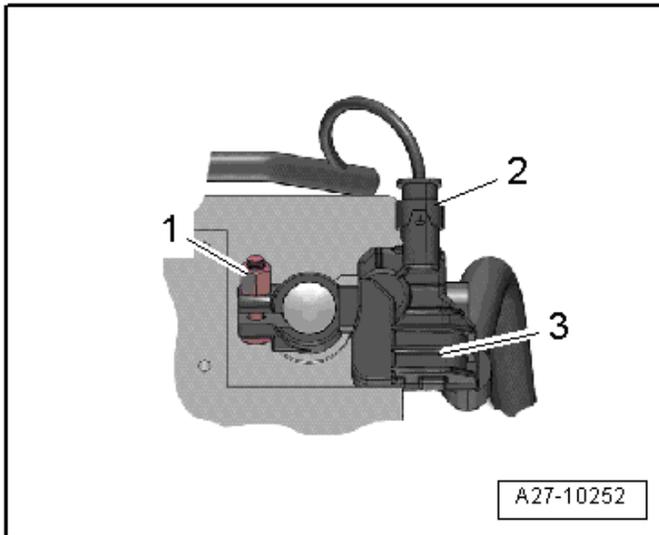
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

Proceed to Section B

Section B – Repair Procedure

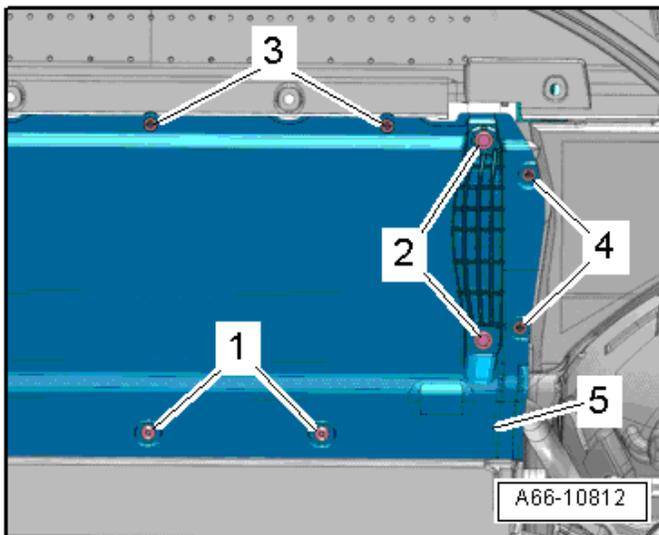
⚠ WARNING

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



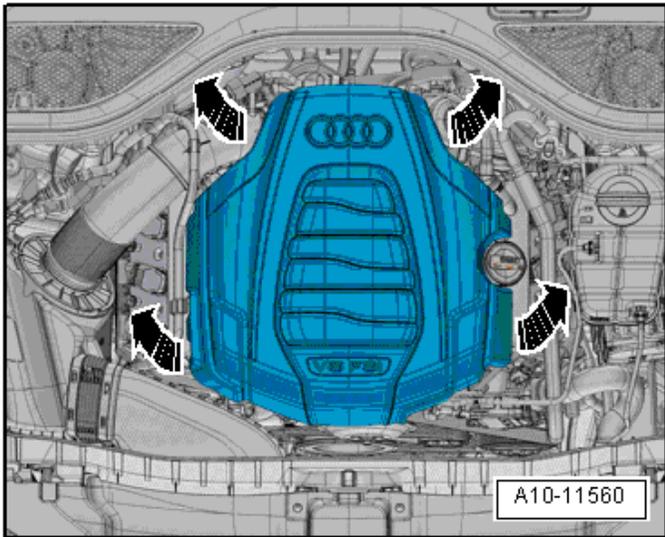
Disconnect battery:

- Access the battery.
- Disconnect and isolate battery ground cable <3>.



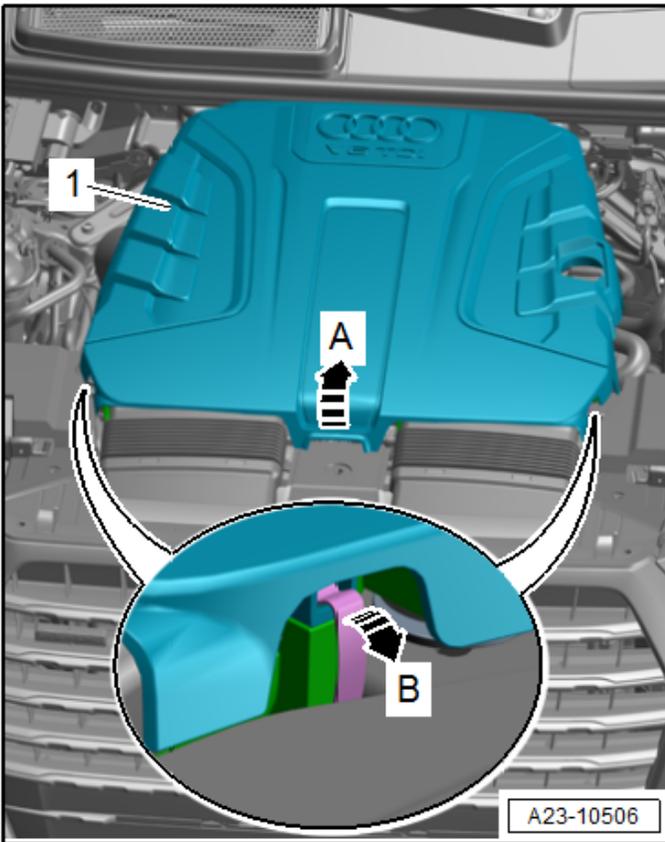
Remove front noise insulation:

- Refer to ELSA Repair Manual: *Repair manual > Body > Body Exterior > 66 Exterior Equipment > Noise Insulation, Removing and Installing > Noise Insulation, Removing and Installing, Front.*



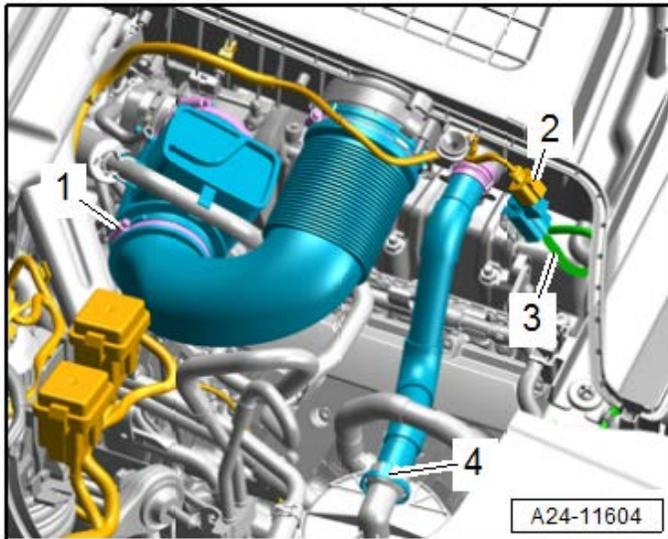
Remove engine cover:

- Carefully pull the engine cover off the bolts one after the other in direction of <arrows>. Do not pull sharply on the engine cover or pull it to one side.

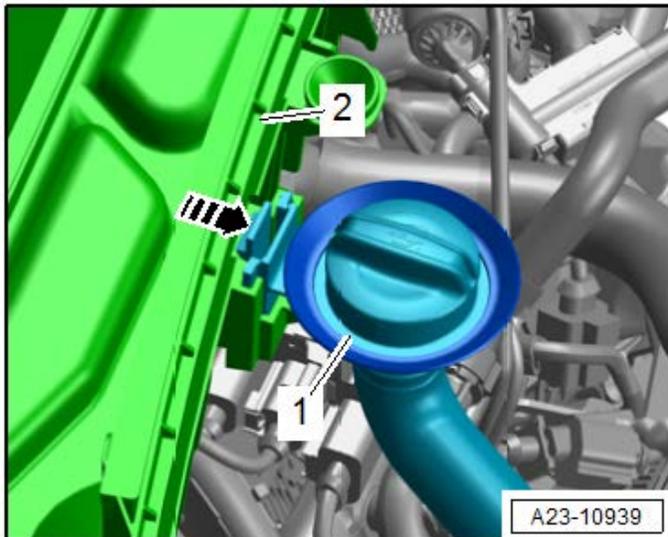


Q7 ONLY – Remove air filter housing:

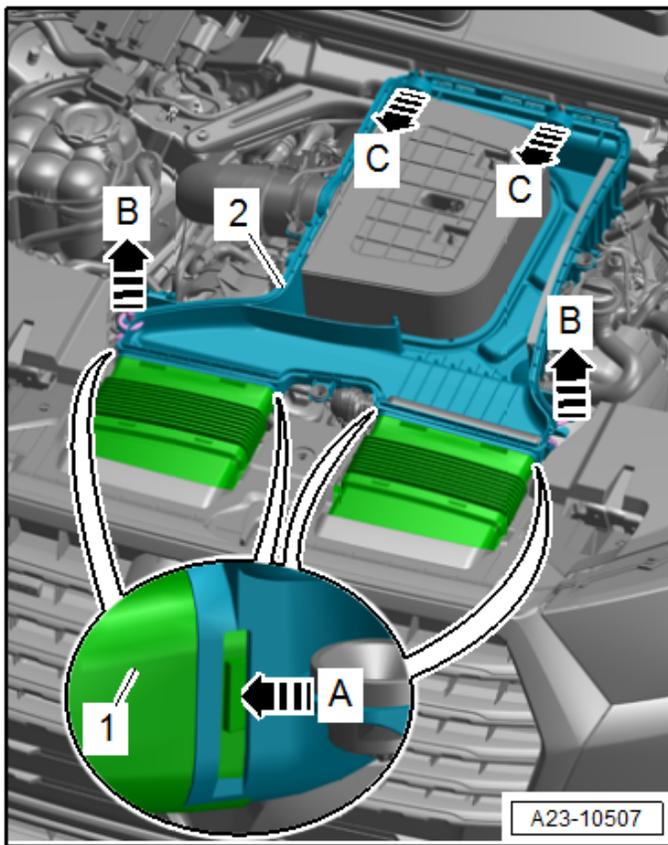
- Open the left and right clip in direction of <arrow B>.
- Remove the air filter upper section <1> in the center toward the rear from the ball pins in direction of <arrow A> and disengage from the air filter lower section.
- Remove the air filter upper section.



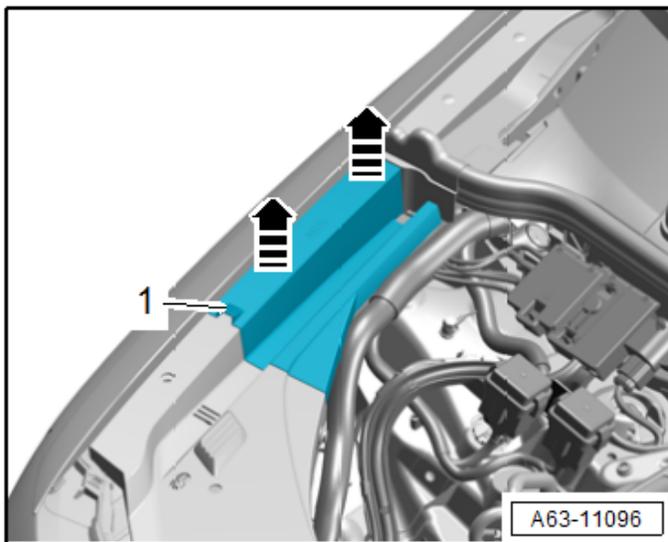
- Loosen the hose clamp <1> and remove the air duct pipe.
- Remove the secondary air injection hose <4> by pressing the catches on both sides.
- Disconnect the connector <2> for the Air Filter Bypass Door Valve -N275-.
- Remove the vacuum hose <3>.



- Release the retainer in direction of -arrow- and oil filler tube <1> upward from the air filter lower section <2>.

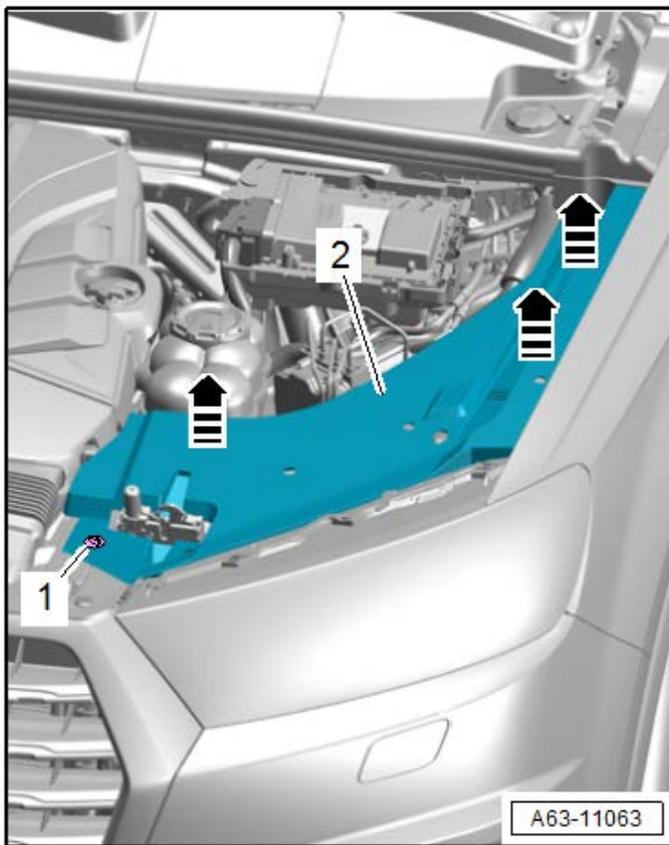


- Release the retainer in direction of <arrow A> and remove the air ducts <1> from the air filter lower section <2>.
- Remove the front air filter lower section from the ball pin upward in direction of <B arrows> and then remove the rear mount toward the front in direction of <C arrows>.

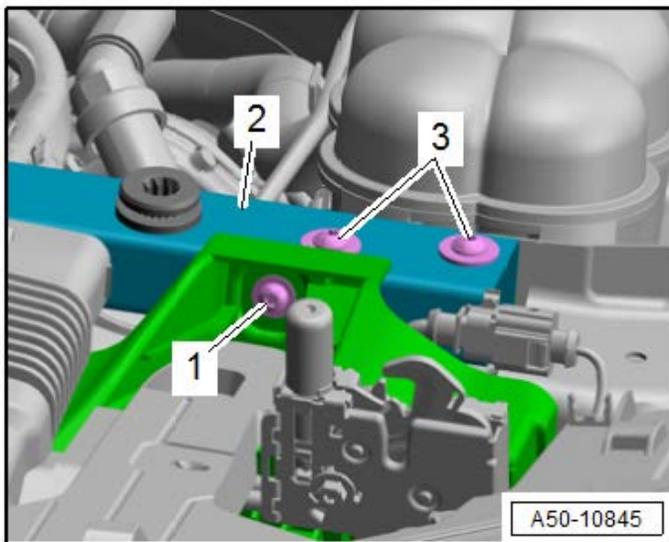


Q7 ONLY – Remove the headlamp covers:

- Right: remove the cover <1> upward from the catches in direction of <arrows> and remove.

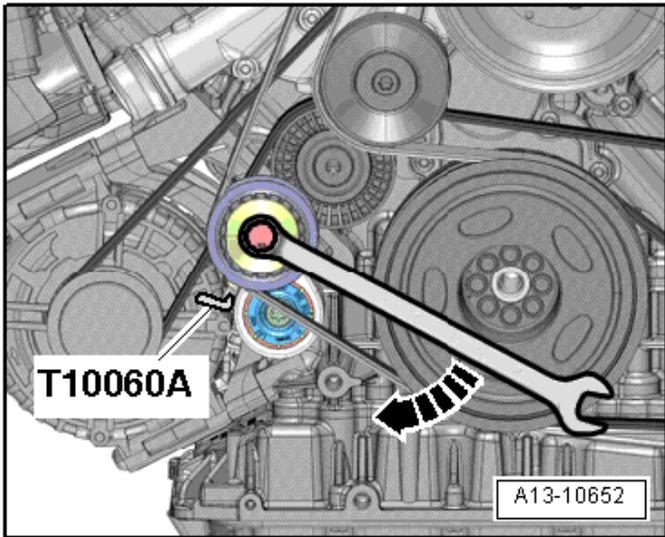


- Left: Turn the quick release <1>.
- Remove the headlamp cover <2> upward from the catches in direction of <arrows> and remove.



Q7 ONLY – Remove the reinforcement brace:

- Remove the bolts <1 and 3>.
- Remove the reinforcement brace <2>.



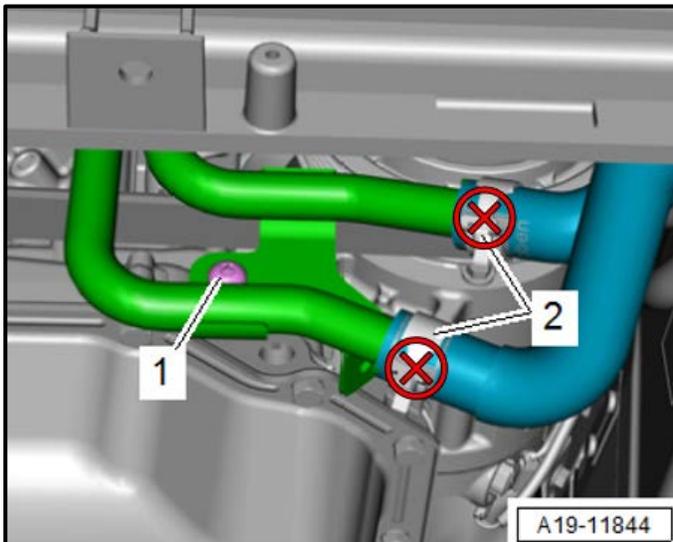
Continued for all models - Remove supercharger ribbed belt:

- Mark the direction of rotation of the ribbed belt.

CAUTION

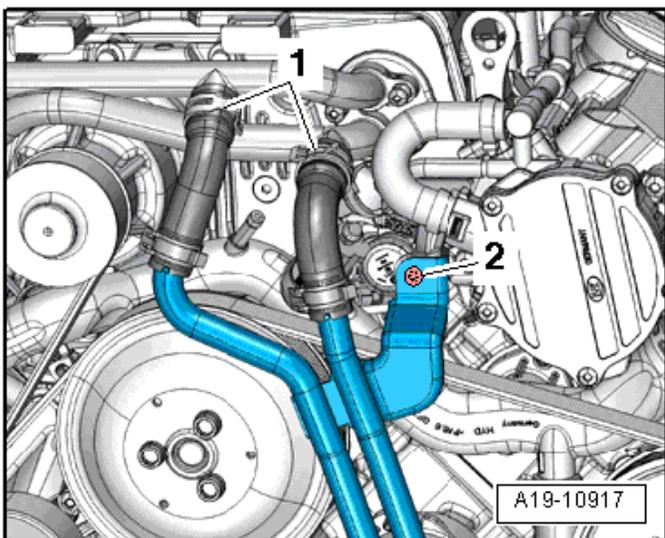
- Risk of damage due to reversed running direction on a used ribbed belt.
- Before removing ribbed belt, mark running direction with chalk or felt-tip pen for reinstallation later.

- Pivot the tensioner clockwise <arrow> to release the tension on the ribbed belt.
- Remove the ribbed belt from supercharger and secure the tensioner with -T10060A-.



Prepare supercharger for removal:

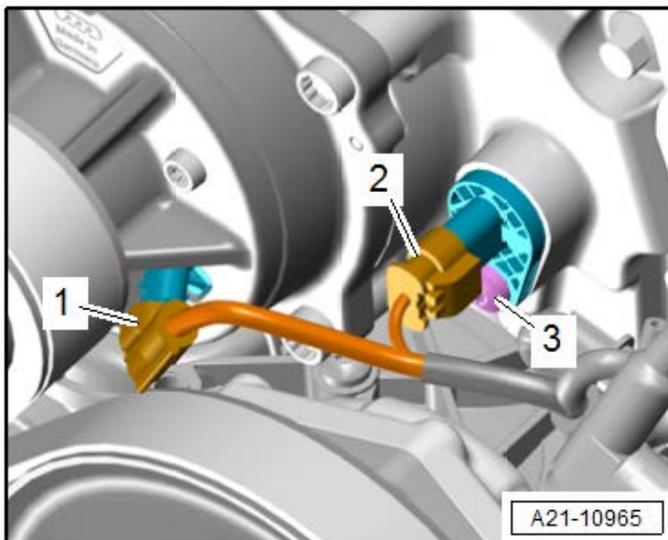
- Place the -VAS6208- (or equivalent drip tray) underneath the engine compartment.
- Remove the bolt <1>.
- DO NOT remove clamps <2>.



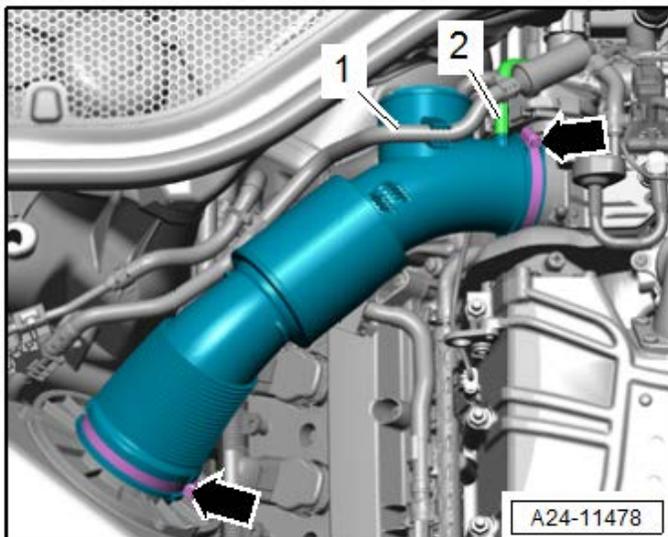
- Loosen the hose clamps <1> and remove the coolant hoses from the coolant pipes on the supercharger.
- Remove the bolt <2> and push the coolant pipe to the side.
- Seal the openings on the coolant crossover pipe using seals from the -VAS6122-.

NOTE

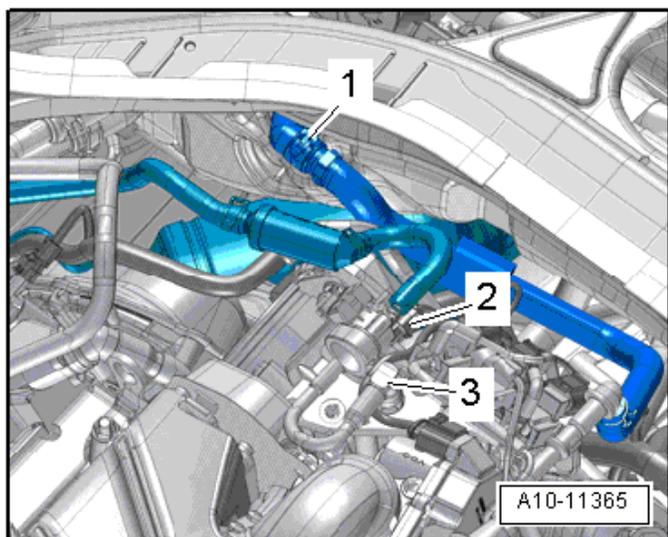
If the openings on the coolant crossover pipe are not sealed, the coolant in the supercharger will be drained when the supercharger is removed.



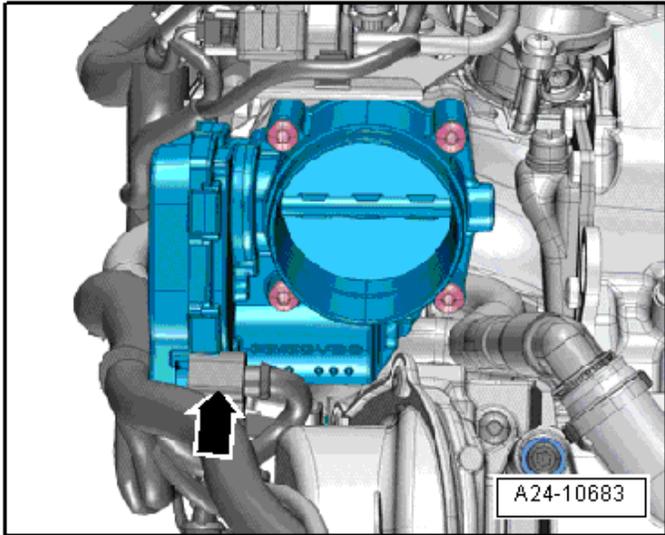
- Disconnect the connectors <1 and 2>.



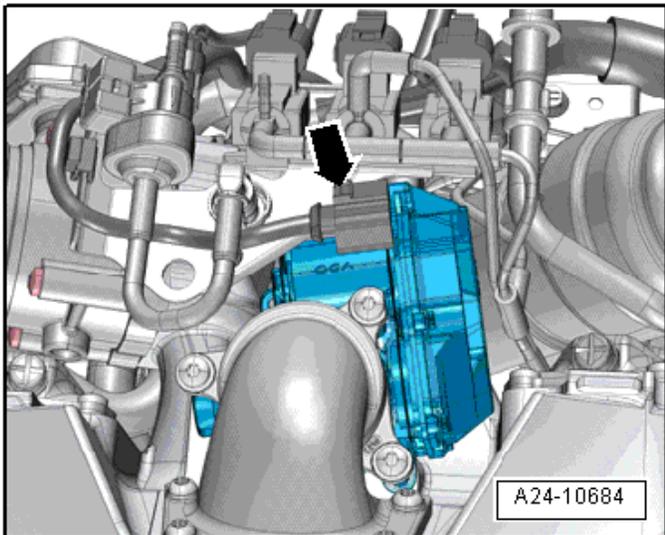
- Free up the Evaporative Emission (EVAP) system hose <1> from the air guide pipe.
- Remove the vacuum hose <2> from the air guide pipe connection.
- Loosen the clamps <arrows> and remove the air guide pipe.



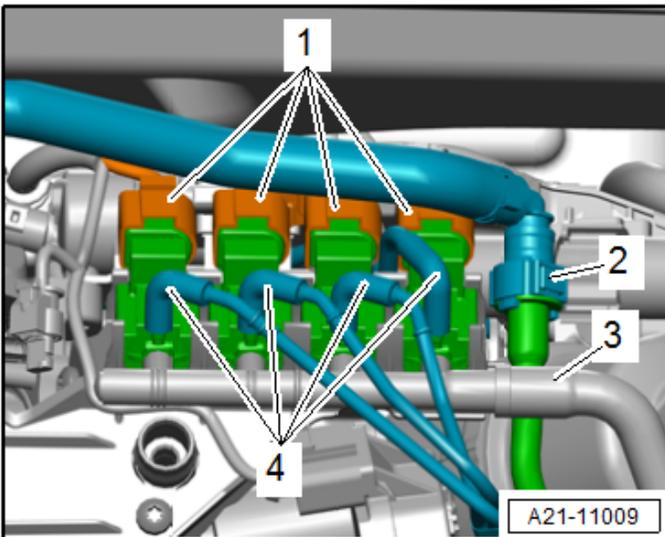
- Disconnect the electrical connector <2> on EVAP Canister Purge Regulator Valve 1 -N80- and disconnect the vacuum hose <3> by pressing the release buttons.
- Disengage the EVAP Canister Purge Regulator Valve 1 -N80- from the bracket, free it up and move to the side with the hoses connected.



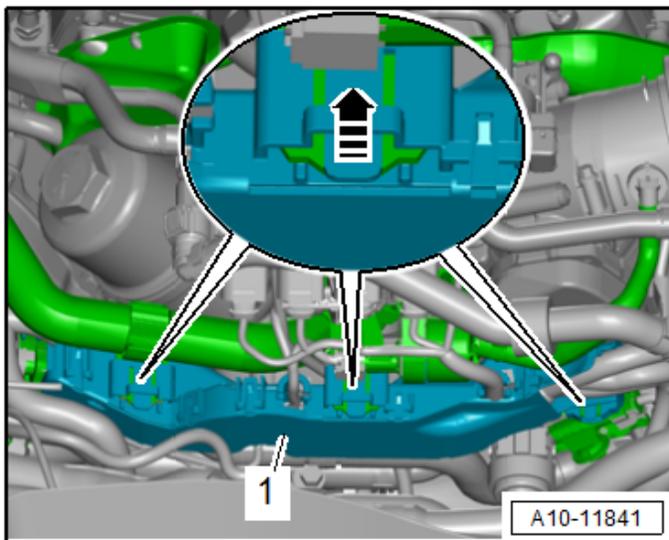
- Disconnect the connector <arrow> from the Throttle Valve Control Module -J338-.



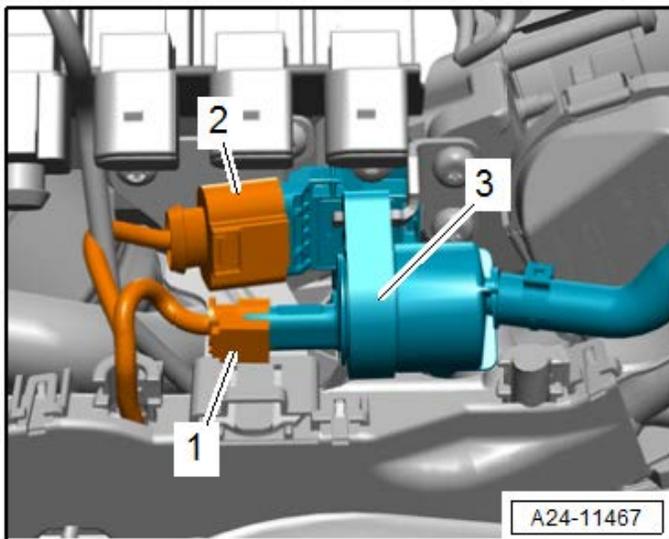
- Disconnect the connector <arrow> on the Control Valve Control Unit -J808-.



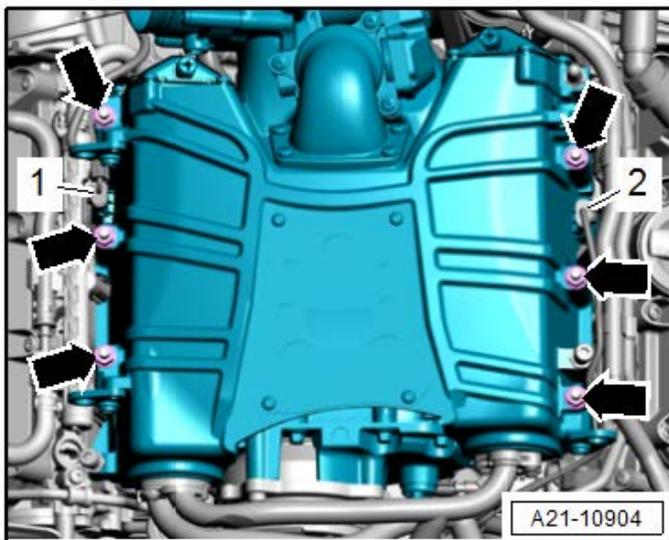
- Disconnect the connectors <1>.
- Mark the position of the vacuum hoses <4>.
- Disconnect the vacuum hoses <4> and the vacuum line <3>.
- Disconnect the vacuum hose <2> free up and move to the side.



- Release the catches <arrow> and push the wiring duct <1> to the rear.



- Disconnect the connector <1>.
- Remove the crankcase ventilation valve <3> from the bracket.
- Disconnect the connector <2> on the Intake Air Temperature Sensor -G42-/ Manifold Absolute Pressure Sensor -G71-.



Remove the supercharger:

- Free up vacuum hoses clipped to fuel rails.
- Disconnect the connectors <1 and 2>.
- Remove the nuts <arrows> and remove the supercharger with the charge air coolers upward.
- Seal off the opening on the supercharger and on the charge air circuit with plugs from the -VAS6122- or with clean cloths.

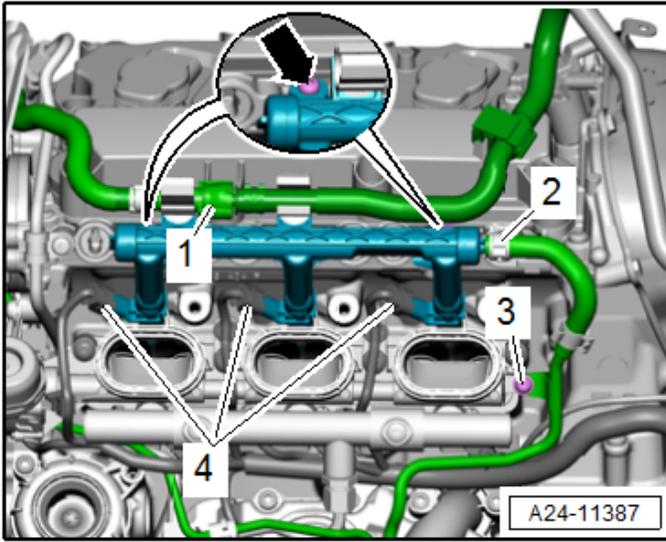
i TIP

After clearing the supercharger studs, avoid tipping the rear of the supercharger upward. This will prevent accidental loss of coolant from the supercharger.

⚠ CAUTION

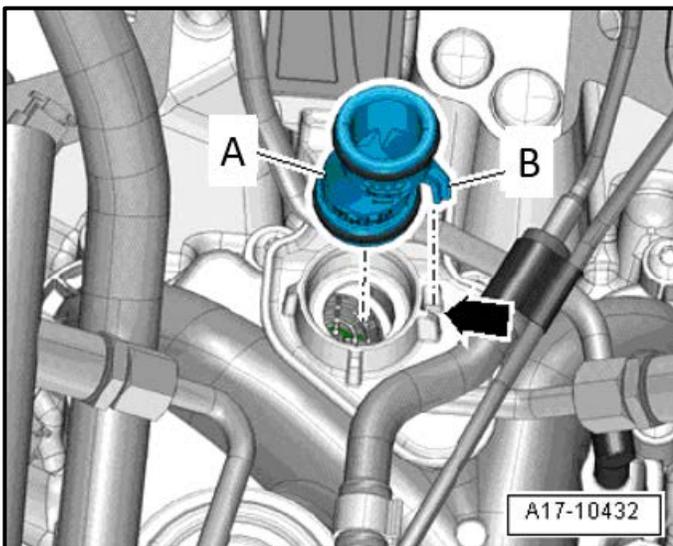
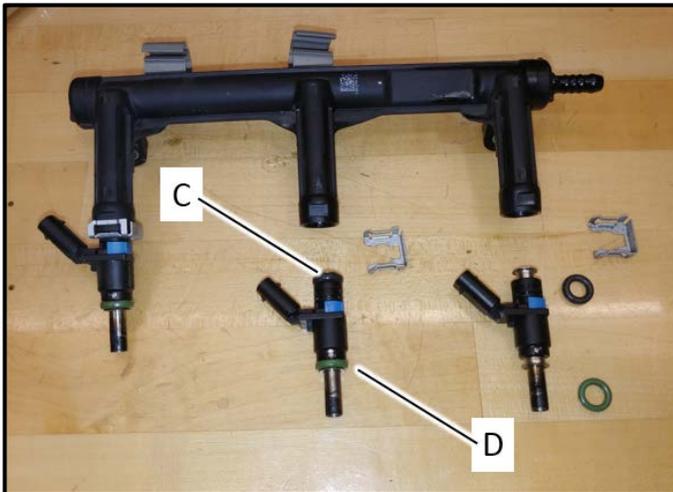
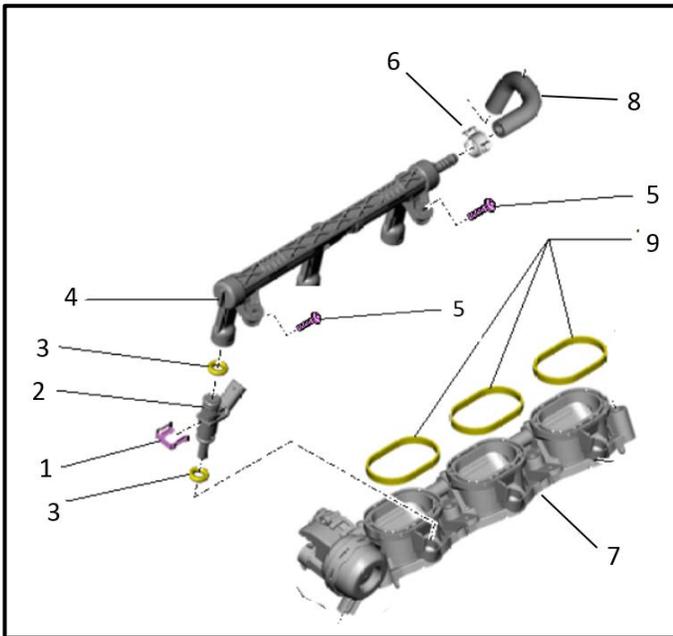
The fuel system is under pressure. Risk of injury from fuel spraying out.

- 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.



Removing fuel rails:

- Free up the fuel hose <1>.
- Disconnect the connectors <4>.
- Loosen the clamp <2> and remove the fuel hose.
- Remove the bolts <arrow> and remove the fuel rail with the fuel injectors from the intake manifold lower section.



Replacing fuel rails:

- Note the position and orientation of the fuel injectors in the fuel rail as the fuel injectors should be reinstalled in the same position they were removed.
- Remove the clamp <1> and remove the fuel injector <2> from the fuel rail <4>.

TIP

The injector clamps <1> will be reused.

- Install new injector seals <2> on the fuel injectors.

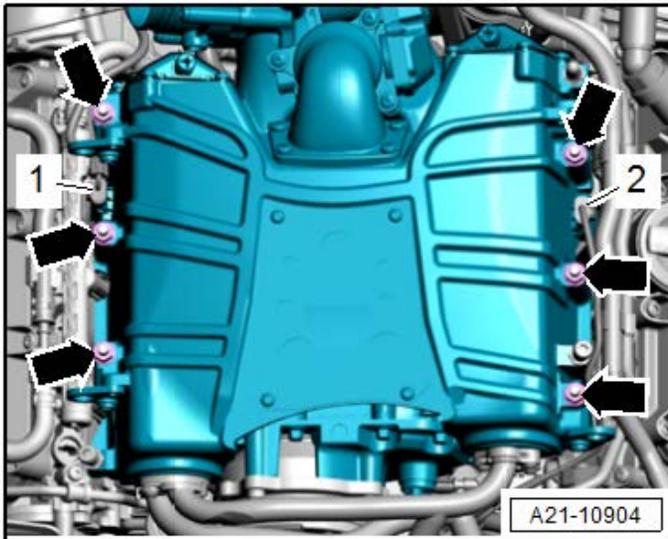
Part Number	Part Description
06E.998.906	Injector seal kit

- Install injectors <2> onto new fuel rail and secure with clamp <1>.
 - Lubricate O-rings lightly with oil.
 - Black O-ring <C> is installed at the top of the injector body.
 - Green O-ring <D> is installed at the bottom of the injector body.

Fuel rail repair kit 06E.198.201.B parts breakdown

Part Number	Part Description
06E.133.681.L	Left fuel rail
06E.133.682.C	Right fuel rail
079.129.717.D	Supercharger seals (x6)
WHT.004.793.A	Breather pipe O-ring (x2)

- Install fuel rail <4> with injectors into the lower intake manifold <7>.
- Install bolts <5> and torque to 5 Nm.
- Install hose <8> onto fuel rail <4> and secure with clamp <6>.
- Install new seals <9> for the supercharger on lower intake manifold <7>.
- Install new O-rings on breather pipe <A>.
 - Lubricate O-rings lightly with oil.
 - When installing breather pipe, the tab must engage into the guide <arrow>.



Install supercharger:

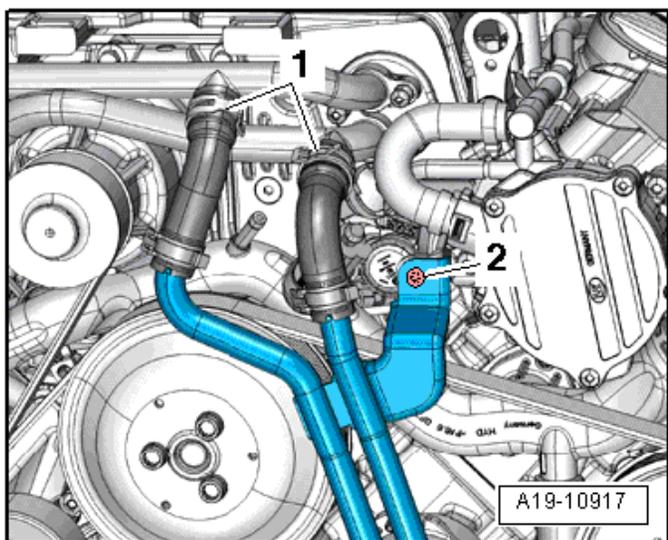
- Ensure supercharger sealing surfaces are clean.
- Remove all sealing plugs.
- Install supercharger and torque nuts <arrows> to 20 Nm.

Reassemble engine compartment components:

! NOTE

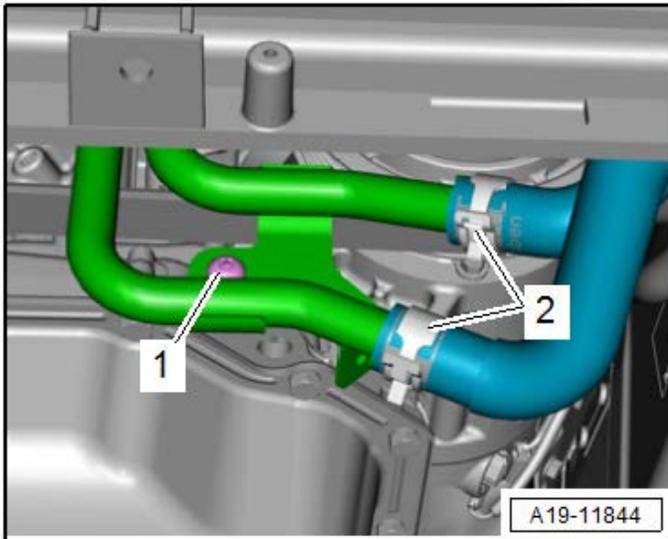
Installation is the reverse order of removal.

- Reinstall crankcase ventilation valve.
- Reconnect electrical connectors.
- Reconnect wiring harness duct.
- Reference previously made marks and reconnect vacuum hoses.
- Reconnect EVAP Canister Purge Regulator Valve 1 -N80-.
- Reinstall air guide pipe and tighten clamps.

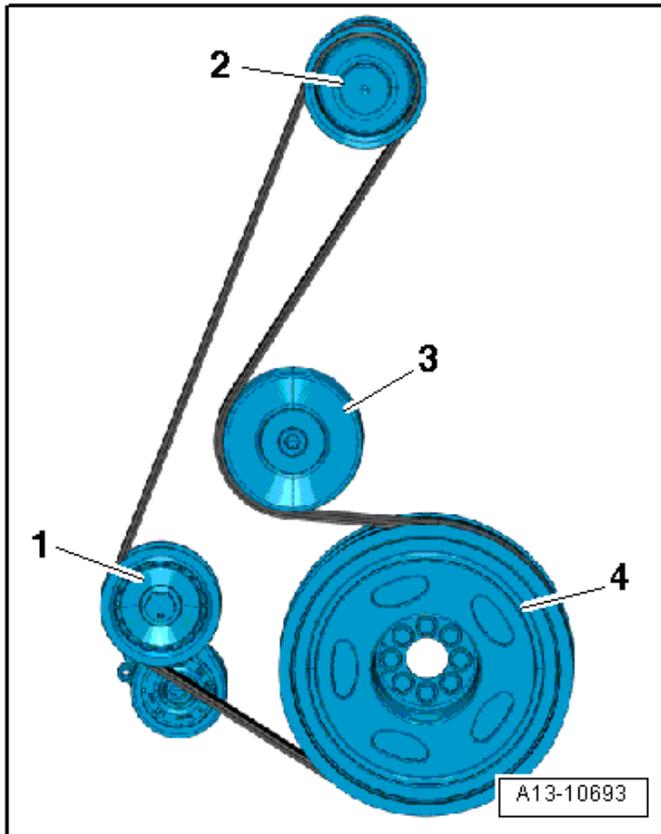


Reinstall coolant pipes:

- Install coolant hoses and clamps <1>.
- Install bolt <2> and torque to 9 Nm.

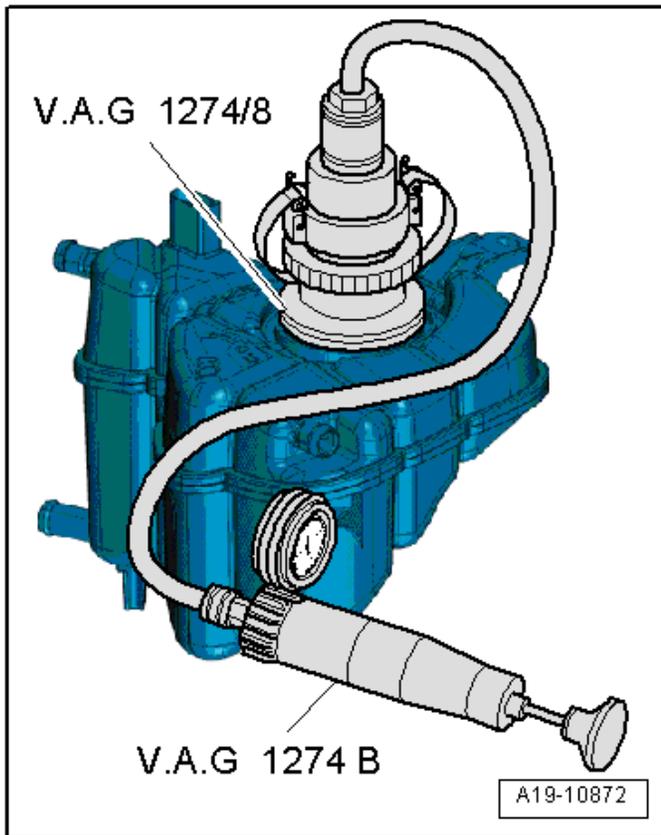


- Raise the vehicle.
- Install bolt <1> and torque to 9 Nm.



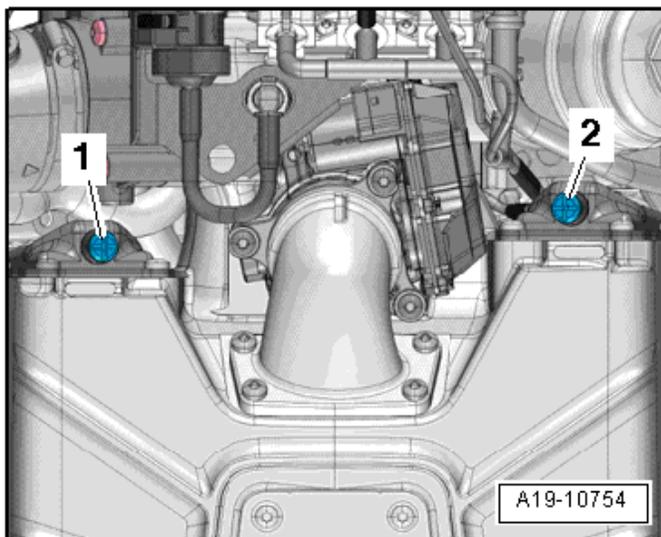
Install ribbed belt:

- Note the previously made marking for direction of rotation.
- Place the ribbed belt over the pulley as illustrated.
 1. Tensioner
 2. Supercharger
 3. Idler Roller
 4. Vibration Damper
- Pivot the tensioner clockwise and remove the -T10060A-.



Bleed cooling system and top off coolant:

- Open the coolant expansion tank cap.
- Position the -VAG1274B- with the -VAG1274/8- on the coolant expansion tank.
- Generate approximately 0.5 bar (7.2 psi) pressure using the cooling system tester hand pump.

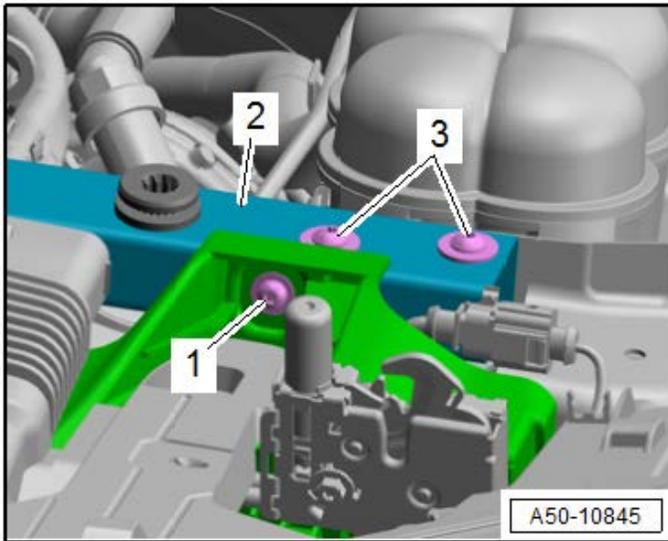


- Place a cloth underneath bleed screws <1 and 2> to catch any leaking coolant.
- Open the bleed screws <1 and 2> on the charge air coolers one after the other until coolant starts to come out.

i TIP

It may be necessary to correct the pressure using the hand pump on the cooling system tester during the bleeding procedure.

- Close the bleed screws.
- Check the coolant level and fill if necessary.
 - The coolant level must be at MAX marking when the engine is cold.
 - The coolant level may be above the MAX marking when the engine is at operating temperature.

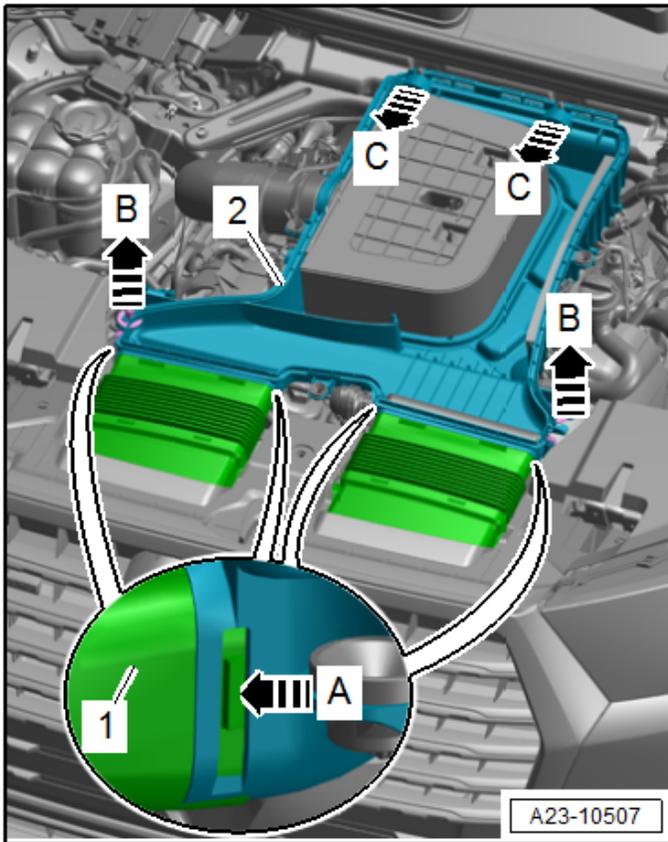


Q7 ONLY – Reinstall reinforcement brace:

- Reinstall reinforcement brace <1>.
- Torque bolts <3> to 10 Nm.
- Torque bolts <1> to 8 Nm.

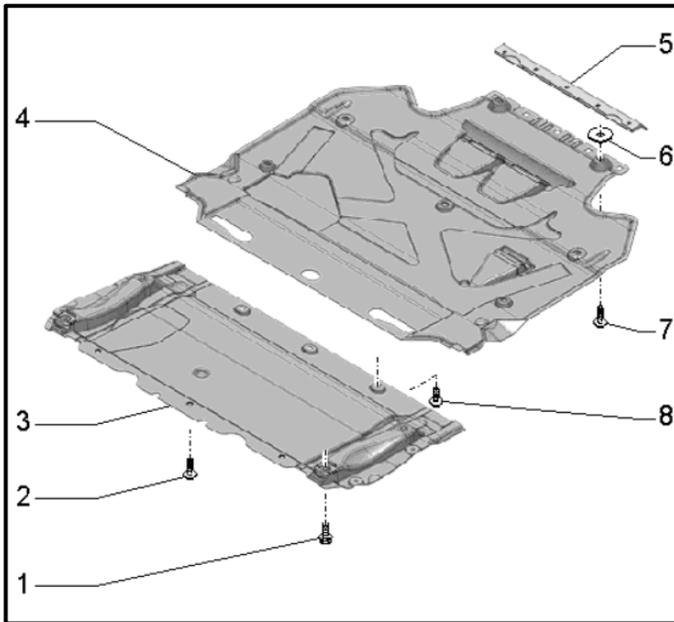
Q7 ONLY – Reinstall left and right headlight covers:

Installation is the reverse of removal.



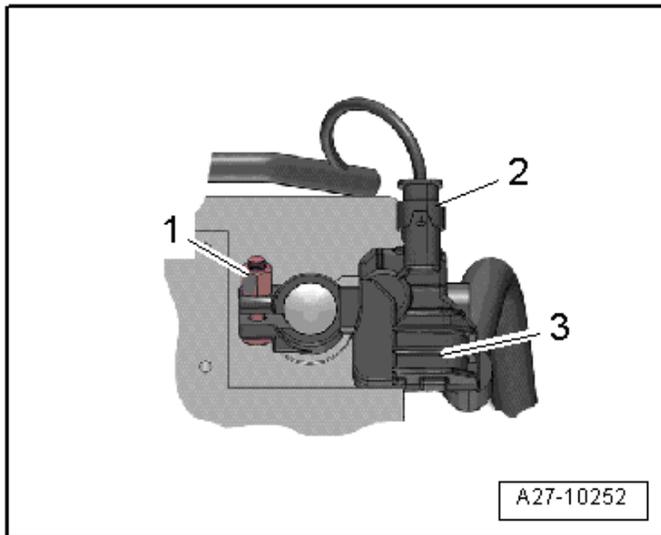
Q7 ONLY – Reinstall air filter housing:

- Installation is the reverse of removal.



Continued for all models - Install front noise insulation:

- Refer to ELSA Repair Manual: *Repair manual > Body > Body Exterior > 66 Exterior Equipment > Noise Insulation, Removing and Installing > Noise Insulation, Removing and Installing, Front.*



Reconnect battery:

- Disconnect the connector <2> from the Battery Monitoring Control Module -J367- <3>.
- Attach the battery ground cable clamp by hand to the battery negative terminal and torque the nut <1> to 6 Nm.
- Reconnect the connector to the Battery Monitoring Control Module -J367-.
- If equipped, install the vehicle tool kit.
- Set clock to local time (if necessary).
- Activate the convenience one-touch open/close functions.

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: _____

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- 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 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.