

Safety Recall

Code: 20BX



Subject	Fuel Tank Heat Shield Bracket														
Release Date	March 11, 2020														
Affected Vehicles	<table border="1"> <thead> <tr> <th>Country</th> <th>Beginning Model Year</th> <th>Ending Model Year</th> <th>Vehicle</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2016</td> <td>2019</td> <td>TT ROADSTER QUATTRO TT COUPE QUATTRO</td> </tr> <tr> <td>CAN</td> <td>2016</td> <td>2019</td> <td>TT ROADSTER QUATTRO TT COUPE QUATTRO</td> </tr> </tbody> </table> <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. 			Country	Beginning Model Year	Ending Model Year	Vehicle	USA	2016	2019	TT ROADSTER QUATTRO TT COUPE QUATTRO	CAN	2016	2019	TT ROADSTER QUATTRO TT COUPE QUATTRO
Country	Beginning Model Year	Ending Model Year	Vehicle												
USA	2016	2019	TT ROADSTER QUATTRO TT COUPE QUATTRO												
CAN	2016	2019	TT ROADSTER QUATTRO TT COUPE QUATTRO												
Problem Description	In a frontal crash, the fuel tank could be damaged by a fuel tank heat shield bracket. Damage to the fuel tank may cause a fuel leak. Leaking fuel, in the presence of an ignition source, may lead to a fire.														
Corrective Action	Install a protective cap on the fuel tank heat shield bracket.														
Code Visibility	On or about March 11, 2020, the campaign code will be applied to affected vehicles.														
Owner Notification	Owner notification will take place in March 2020. Owner letter examples are included in this bulletin for your reference.														
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><u>New Vehicles in Dealer Inventory:</u> It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.</p> <p><u>Pre-Owned Vehicles in Dealer Inventory:</u> Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before</u> delivery to consumers.</p>														

Parts Information

Parts Control Type: VIN to Order	If parts are needed to support a vehicle repair: <ul style="list-style-type: none"> • US Dealers - use AVA • CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order
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Initial Allocation: YES	Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, please reference the Repair Projection Tool (below) to view your potential VIN population.
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Repair Projection Tool: (right click to open)	
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	8S0-823-723-B	Edging	VIN to Order

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

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	20BX		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark Edging* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	01		
	Install rubber bumper "edging" onto bracket on left rear frame		
	LABOR		
	Labor Op	Time Units	Description
	2010 23 99	25	Install edging
	PARTS		
	Quantity	Part Number	Description
	1.00	8S0823723B	Edging*

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 20V076

Subject: Safety Recall 20BX – Fuel Tank Heat Shield Bracket

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 2016-2019 Audi TT Roadster quattro and TT Coupe quattro vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? In a frontal crash, the fuel tank could be damaged by a fuel tank heat shield bracket. Damage to the fuel tank may cause a fuel leak. Leaking fuel, in the presence of an ignition source, may lead to a fire.

What will we do? To correct this defect, your authorized Audi dealer will install a protective cap on the fuel tank heat shield bracket. This work will take about an hour 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.

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: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Transport Canada Recall: 2020-053

Subject: Safety Recall 20BX – Fuel Tank Heat Shield Bracket

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? In a frontal crash, the fuel tank could be damaged by a fuel tank heat shield bracket. Damage to the fuel tank may cause a fuel leak. Leaking fuel, in the presence of an ignition source, may lead to a fire.

What will we do? To correct this defect, your authorized Audi dealer will install a protective cap on the fuel tank heat shield bracket. This work will take about an hour 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.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

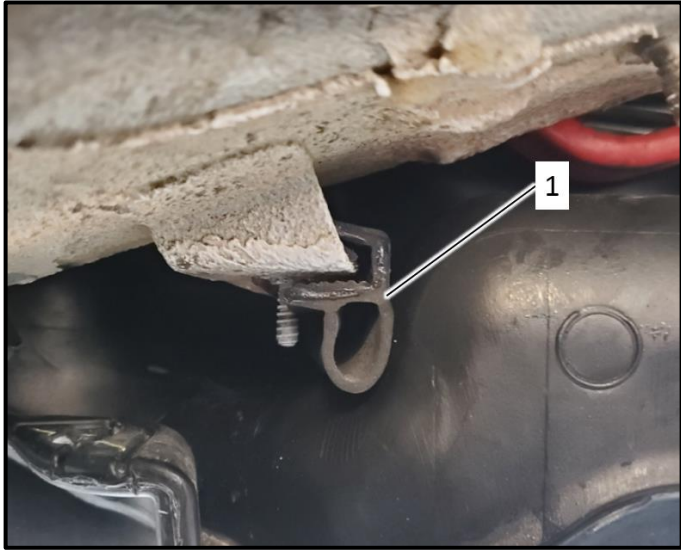
Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

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



- Install rubber bumper “edging” <1> onto bracket located on the left rear frame.

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 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.

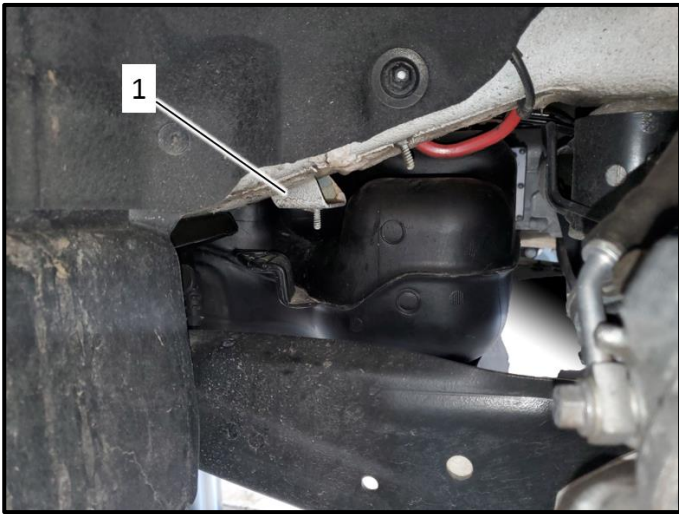
TIP

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

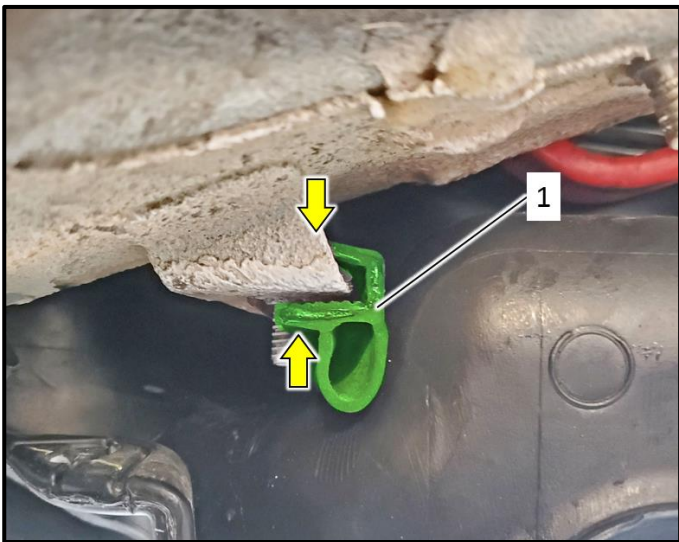
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

Proceed to Section B

Section B – Repair Procedure



- Raise vehicle and remove left rear wheel.
- Locate bracket <1> located on the frame.



- Install protective bumper “edging” <1> onto the bracket as shown.
 - The bumper must be fully seated onto the bracket.
 - If the bumper’s “grip” is too loose, it must be adjusted by pressing together in direction of <arrows>.
 - Spraying the bumper with soapy water will aid in installation.
- Reinstall left rear wheel and torque lug bolts to 120 Nm.

Proceed to Section C.

Section C – Campaign Completion Stamp

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

SAGA Code: _____
Technician: _____
Date: _____

Item#: AUD4927ENG

-OR-

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

Code de SAGA: _____
Technicien: _____
Date: _____

Item # AUD4927FRE

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