

**Audi of America, Inc.**



**Audi**

Date: May 15, 2013

To: Audi Dealer Principal, Service Manager, and Parts Manager

From: Audi Product Compliance

Subject: Upcoming Service Action 20U3

2010-2012 Model Year Audi A3 TDI® Clean Diesel Engine  
Vehicles

Install Misfueling Guard

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Dear Audi Dealer Principal, Service Manager, and Parts Manager:

We would like to inform you of upcoming Service Action 20U3. Please refer to the attached Campaign Data Sheet for additional information.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Audi Public Relations.

Audi Product Compliance

Attachment: Campaign Data Sheet (1)



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## CAMPAIGN DATA SHEET

<b>CAMPAIGN TYPE</b>		<b>SERVICE ACTION</b>
<b>SAGA CODE</b>		<b>20U3</b>
<b>MARKET(S)</b>		United States and Canada
<b>AFFECTED VEHICLES</b>		Certain 2010-2012 model year Audi A3 TDI® Clean Diesel Engine vehicles
<b>TOPIC</b>		Install misfueling guard
<b>PROBLEM DESCRIPTION</b>		As diesel engine passenger vehicles become more popular, auto manufacturers have seen an increase in the number of misfueling cases where diesel engine vehicles are mistakenly fueled with gasoline. The resulting fuel system contamination can lead to costly repairs that are not covered under warranty.
<b>CORRECTIVE ACTION</b>		<p>As an additional safeguard to help prevent a gasoline fuel pump nozzle from being used to fuel a TDI® Clean Diesel engine vehicle, dealers will install a misfueling guard in the fuel filler neck of vehicles affected by this action. Additionally, a new fuel filler neck cap will also be installed.</p> <p>Please note: The misfueling guard is designed to prevent a gasoline fuel pump nozzle from entering a vehicle's fuel filler neck, thereby reducing the risk of fuel system contamination from gasoline. Even with this inhibitor installed, remind anyone who refuels the vehicle that it requires diesel fuel, and to double-check the fuel pump to ensure the correct fuel is selected <u>before</u> filling the tank.</p>
<b>CUSTOMER NOTIFICATION DATE</b>		On or about May 28, 2013
<b>ELSAWEB VISIBILITY DATE</b>		On or about May 21, 2013
<b>AIM VISIBILITY DATE</b>		On or about May 21, 2013
<b>VEHICLE COUNT</b>	<b>TOTAL AFFECTED</b>	<b>USA:</b> Approximately 9,800 <b>Canada:</b> Approximately 1,000
	<b>DEALER INVENTORY</b>	<b>USA:</b> 0 <b>CANADA:</b> 0
	<b>CPO INVENTORY</b>	<b>USA:</b> 31 <b>CANADA:</b> 2
<b>APPROXIMATE REPAIR TIME</b>		Up to 30 TU
<b>SPECIAL TOOLS NEEDED?</b>		SEE CAMPAIGN WORK PROCEDURE
<b>PARTS REQUIRED</b>		(1) Misfueling Guard Kit 5K0 201 400
<b>COMPLETION FACTOR/REPLACEMENT RATE (TARGETED ALLOCATION INFORMATION)</b>		Completion Factor: .875 / Replacement Rate 100%

**IMPORTANT!** To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc. See the campaign circular on ElsaWeb for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.



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<b>PROJECTED DEALER RETURN BLOCK DATE</b>	February 25, 2014
<b>INITIAL PARTS ALLOCATION DATE</b>	May 16, 2013
<b>TECHNICIAN TRAINING REQUIRED?</b>	NONE – SEE WORK INSTRUCTIONS IN CAMPAIGN CIRCULAR
<b>EXPIRATION DATE</b>	May 31, 2015
<b>ADDITIONAL INFORMATION</b>	The Targeted Allocation program will be used in support of this campaign.

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## Frequently Asked Questions (FAQ) Service Action 20U3

### SUMMARY

- **Campaign Code:** 20U3
- **Service Action Expiration Date:** May 31, 2015
- **Affected Vehicles:** Certain 2010-2012 model year Audi A3 with TDI® Clean Diesel Engine

**Problem Description:** As diesel engine passenger vehicles become more popular, auto manufacturers have seen an increase in the number of misfueling cases where diesel engine vehicles are mistakenly fueled with gasoline. The resulting fuel system contamination can lead to costly repairs that are not covered under warranty.

**Corrective Action:** As an additional safeguard to help prevent a gasoline fuel pump nozzle from being used to fuel a TDI® Clean Diesel engine vehicle, dealers will install a misfueling guard in the fuel filler neck of vehicles affected by this action. Additionally, a new fuel filler neck cap will also be installed.

Please note: The misfueling guard is designed to prevent a gasoline fuel pump nozzle from entering a vehicle's fuel filler neck, thereby reducing the risk of fuel system contamination from gasoline. Even with this inhibitor installed, remind anyone who refuels the vehicle that it requires diesel fuel, and to double-check the fuel pump to ensure the correct fuel is selected *before* filling the tank.

### What is the parts allocation plan for this service action?

- Parts allocation will take place prior to customer notification.
- The Targeted Allocation program will be used in support of this campaign. Please refer to the Campaign Data Sheet for information regarding the Completion Factor/Replacement Rate for your targeted allocation calculations.
- If additional parts are required for critical cases, please contact the Parts Specialists at 800-767-6552.

### Is a loaner vehicle being covered under this action?

No. A loaner vehicle is not being covered under this action.

### Is towing being covered under this action?

No. Towing is not covered under this action.

### What should dealers do if they have any affected vehicles in inventory?

Dealers can use their most current AIM report to identify any affected vehicles that may be in their inventory. In the interest of customer satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this work has been performed.

### Can a dealer deliver a new vehicle affected by this action to a customer before the repair has been completed?

No. In the interest of customer satisfaction, please ensure that every new vehicle affected by this action is repaired prior to delivery.

### What are some additional precautions that any TDI® Clean Diesel owner can take to help ensure the vehicle is fueled correctly?

Some things owners can do to help ensure their vehicle is fueled correctly are:

- Become familiar with the refueling information found in the owner's manual that came with your vehicle.

**IMPORTANT!**  
This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

- Make certain that everyone who drives your vehicle is aware that it must be refueled with **DIESEL FUEL ONLY**. Filling the tank with the wrong kind of fuel can cause damage that is not covered under warranty.
- Be vigilant at the fueling station -- get into the habit of double-checking the fuel pump before you begin filling the tank. How one fueling station identifies their diesel pumps can be very different from how another station identifies theirs. Doing so can go a long way in preventing the wrong fuel from being put into your vehicle.

**Who should dealers contact if they have additional questions?**

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Audi Public Relations.

**IMPORTANT!**

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