



Audi

AUDI DEALER COMMUNICATION

Repair Available – Safety Recall 20BM / Fuel Pressure Damper

This notice is for:	✓ Dealer Principal	✓ Service Manager	✓ Warranty Administrator
	✓ General Manager	✓ Parts Manager	✓ Technicians
	✓ Sales Managers	✓ Service Advisor	

Date: February 11, 2019

Issue: Over time, the fuel supply line for the high pressure fuel pump may become porous, resulting in a fuel odor or a fuel leak. Leaking fuel, in the presence of an ignition source, may result in a fire.

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.

Important Repair Scheduling Information Fuel Level on Day of Repair (Customer Vehicles)

To help facilitate this repair, please advise customers to have the fuel level in the vehicle at one-quarter tank or less on the day of repair if at all possible.

- Repair:**
- REPAIR AVAILABLE – February 12, 2019
 - Install a fuel pressure damper in the low pressure fuel supply located inside the fuel tank.
 - Repair instructions available in ELSA/ServiceNet
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department: 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.

- Notes:**
- Vehicles: Certain 2013-2016 Model Year Audi S8 & A8 (USA: 8,900 / CANADA: 400)
 - Schedule owner repairs immediately
 - Owner mailing – February 2019

IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: 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.

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.

-END OF MESSAGE-

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Audi Public Relations.