



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

October 6, 2016

Mr. Chris Sandvig  
Volkswagen Group of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

NEF-150TB  
16V-660

**Subject:** Fuel Pump Cap Flange May Crack Causing Fuel Leak

Dear Mr. Sandvig:

This letter serves to acknowledge Volkswagen Group of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

AUDI/Q5/2009-2012  
AUDI/Q7/2007-2012

**Mfr's Report Date:** September 9, 2016

**NHTSA Campaign Number:** 16V-660

**Components:**

FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP

**Potential Number of Units Affected:** 143,214

**Problem Description:**

Volkswagen Group of America, Inc. (Volkswagen) is recalling certain model year 2009-2012 Audi Q5, and 2007-2012 Audi Q7 vehicles equipped with gasoline engines. The filter housing of the fuel pump (which is part of the fuel cap flange) on affected vehicles may crack, allowing fuel to leak

**Consequence:**

A fuel leak in the presence of an ignition source increases the risk of a fire.

**Remedy:**

Audi will notify owners, and dealers will clean the fuel pump flange; if cracks are found we will replace the fuel pump flange; and install a butyl material to protect the fuel pump free of charge. Parts are not currently available. Interim notices will sent in early November 2016. A second notice will be sent when parts are available. Owners may contact Audi customer service at 1-800-253-2834. Volkswagen's number for this recall is 20W9.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:


You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is required that owners be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Tariq Bond who may be reached by phone at 1-202-366-5472, or by email at [tariq.bond@dot.gov](mailto:tariq.bond@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement