



Audi

AUDI DEALER COMMUNICATION

Repair Available – Safety Recall 20DN / Fuel Level Sender

This notice is for:

✓ Dealer Principal	✓ Service Manager	✓ Warranty Administrator
✓ General Manager	✓ Parts Manager	✓ Technicians
✓ Sales Managers	✓ Service Advisor	

Date: February 07, 2023

Issue: Due to tolerance deviations, the distance between the fuel level sender and a ventilation pipe in the tank may be too small. As a result, the fuel level sender may get stuck on the ventilation pipe which will lead to a drop in the fuel level not being detected and therefore to an incorrect fuel level and remaining range being displayed in the instrument cluster. This may cause the vehicle to run out of fuel even though the indicator shows that there is still fuel in the tank. Inaccurate fuel indication may lead to an engine stall due to fuel starvation, increasing the risk of a crash.

- Repair:**
- REPAIR AVAILABLE – February 08, 2023 - In order to create a sufficient distance between the fuel level sender and the ventilation pipe, a sensor with tighter geometric tolerances will be installed within the fuel tank.
 - See ELSA/ServiceNet for complete repair & claiming instructions
 - 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 managed with a weekly Upper Order Limit. Please see Parts On Command (POC) for your Upper Order Limit quantity.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2020	2021	A6 ALLROAD	1,714
USA	2019	2021	A6 SEDAN	30,351
USA	2019	2021	A7	8,295
USA	2021	2021	RS6 AVANT	1,501
USA	2021	2021	RS7	1,353
USA	2020	2021	S6 SEDAN	1,459
USA	2020	2021	S7	1,116
CAN	2020	2021	A6 ALLROAD	187
CAN	2019	2021	A6 SEDAN	1,078
CAN	2019	2021	A7	1,017
CAN	2021	2021	RS6 AVANT	465
CAN	2021	2021	RS7	226
CAN	2020	2021	S6 SEDAN	117
CAN	2020	2021	S7	126

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.

**Counts reflect overall population; some vehicles may have already been repaired. 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 only valid campaign inquiry & verification source.*

Notes:

- Schedule owner repairs immediately
- Owner mailing – February 2023

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-