



Audi

AUDI DEALER COMMUNICATION

Repair Available – Safety Recall 20DR / Fuel Pump

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

Date: December 21, 2022

Issue: A component of the fuel delivery module inside the fuel tank may break while operating the vehicle. The fragments can damage the sealing membrane in the pressure regulator. This may lead to a failure of the fuel delivery module and the instrument cluster will display the Malfunction Indicator Light (MIL). In rare cases and under certain circumstances, however, there may be a sudden loss of engine power or the vehicle may break down without a warning appearing beforehand. A fuel leak due to this failure can be ruled out.

Precautions This issue may cause the Malfunction Indicator Light (MIL) to illuminate. If this happens, owners are advised to contact an authorized Audi dealer without delay to have the vehicle diagnosed/repaired.

- Repair:**
- REPAIR AVAILABLE – December 22, 2022 - Replace the fuel delivery module.
 - 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: There will be no parts allocation. Please reference the Repair Projection Tool to view your potential VIN population. 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	Q7	19,031
USA	2019	2021	Q8	30,412
CAN	2020	2021	Q7	2,356
CAN	2019	2021	Q8	3,744

**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 – December 2022

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.

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-