

# VOLKSWAGEN

GROUP OF AMERICA

James C. Owens, Acting Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, S.E.  
Washington, DC 20590

Christopher T. Sandvig NAME  
Director Title  
Group Customer Protection Department  
248-754-5000 Phone  
248-754-5093 Fax  
July 20, 2022 Date

Subject: Chronology for Audi Recall 20DR – Fuel Pump

VOLKSWAGEN GROUP OF AMERICA, INC.  
3800 HAMLIN ROAD  
AUBURN HILLS, MI 48326  
PHONE +1 248 754 5000

Dear Mr. Owens:

Volkswagen hereby submits the following chronology associated with the subject recall.

## Chronology of Defect

May 2020: The US market reports an increase in warranty claims for replaced fuel delivery units in Q7 PI and Q8 vehicles and asks for an evaluation by the Audi Product Safety Committee.

May 2020 – September 2020: Initial investigations were launched including analysis of parts from the field and root cause analysis together with the supplier. Initially the failure mode could not be reproduced. Together with the supplier, Audi initiated root cause analysis and development of an improved fuel delivery module. At that point it appeared that if the condition is present in the fuel delivery module, the failure would manifest early in the service life of the vehicle. It was also confirmed that no fuel leak can occur due to this condition and that the emission control warning light will light up. Based on this understanding, the Audi Product Safety Committee decided to monitor the field situation.

In January 2021, the supplier introduced an optimized part which Audi started using on January 30, 2021 in production. Field monitoring continued.

March 2021 – November 2021: Current field situation was reviewed and evaluated. Additional analysis was started regarding field situation across the different markets, differences in failure rates in the field, additional causal factors (Ishikawa), analysis and verification of customer experience/impact as well as an estimation regarding expected developments in the field. An increase in field cases was found during the ongoing field monitoring. Pressure pulsations in the low-pressure system were found to be a main factor and an evaluation regarding a potential software solution to adapt the idle speed in order to reduce the pressure pulsations was tasked.

November 2021: A warranty extension for 6 years/80.000 miles was decided to address and improve customer experience. Investigation regarding influences and potential software remedy and field monitoring continued.

February 2022: Due to discussions with the EPA/CARB and the thresholds for emission defect reporting, the conditions for the warranty extension were extended to full useful life (15 years / 150,000 miles).

March - July 2022: Based on discussions with NHTSA regarding other topics with similar failure modes, Audi AG and Volkswagen of America reviewed and reevaluated this topic, the technical background, and the customer experience.

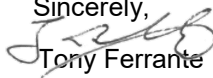
July 13, 2022: Even though not all influential factors of the failure pattern have been fully understood, the Audi Product Safety Committee decides a voluntary safety recall for Audi Q7 product improvement and Audi Q8 vehicles based on the field situation and the fact that a loss of motive power may occur in certain cases.

Between 2019 and July 13, 2022 Audi of America has received 74 warranty claims for Q7 PI and Q8 vehicles alleging a loss of motive power while driving due to this issue. Audi is currently working to provide further accounting of the claims for this filing and will amend once this information is available. Audi is not aware of any accidents or injuries due to this topic.

Date of determination: July 13, 2022

Please contact me if you require any additional information or have any questions related to this information.

Sincerely,



Tony Ferrante

for

Christopher T. Sandvig

Director, Group Customer Protection

Group Quality