

# Safety Recall

## Code: 20DS



<b>Subject</b>	<b>Fuel Tank Internal Vent Pipe</b>																		
<b>Release Date</b>	October 18, 2022																		
<b>Affected Vehicles</b>	<table border="1"> <thead> <tr> <th>Country</th> <th>Beginning Model Year</th> <th>Ending Model Year</th> <th>Vehicle</th> <th>Vehicle Count</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2021</td> <td>2022</td> <td>Q3</td> <td>13,004</td> </tr> <tr> <td>CAN</td> <td>2022</td> <td>2022</td> <td>Q3</td> <td>3,059</td> </tr> </tbody> </table>				Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2021	2022	Q3	13,004	CAN	2022	2022	Q3	3,059
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USA	2021	2022	Q3	13,004															
CAN	2022	2022	Q3	3,059															
	<p>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 <u>only</u> valid campaign inquiry &amp; verification source.</p> <ul style="list-style-type: none"> <li>✓ Campaign status must show "open."</li> <li>✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.</li> </ul>																		
<b>Problem Description</b>	The vent pipe within the fuel tank may have been damaged during fuel tank assembly. In cases where the vent pipe has been damaged, fuel might enter this pipe and rise to the fuel filler cap due to the pressure within the fuel tank. Upon opening the fuel filler cap, this might lead to fuel spilling out of the filler neck, increasing the risk of injury. Fuel within the vent pipe can also lead to the fuel pump clicking off while trying to re-fuel the vehicle.																		
<b>Corrective Action</b>	The internal vent pipe will be checked for damage by pressurizing the fuel tank. In cases of fuel spilling out the fuel filler neck, the fuel tank and the charcoal canister will be replaced.																		
<b>Code Visibility</b>	On or about October 18, 2022, the campaign code will be applied to affected vehicles.																		
<b>Owner Notification</b>	Owner notification will take place in November 2022. Owner letter examples are included in this bulletin for your reference.																		
<b>Additional Information</b>	<p><b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b></p> <p><b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b></p> <p><b><u>New Vehicles in Dealer Inventory:</u> 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.</b></p> <p><b><u>Pre-Owned Vehicles in Dealer Inventory:</u> 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.</b></p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p>																		

## Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

<b>Service Number</b>	20DS		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	002		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark labor as causal		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
<b>Criteria I.D.</b>	01		
	Perform test procedure to check for damaged vent line in fuel tank and fuel tank does not require replacement		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0183 00 99	610	Perform test, fuel tank OK
	0150 00 99	Time stated on diagnostic protocol	Check and erase DTCs after testing
	<b>Outside Material</b>		
<b>-AND-</b>	<b>Quantity</b>	<b>Part number</b>	<b>Description</b>
	1.00	FUEL	Fuel
			Enter Total of both Receipts

**Do NOT enter claim if the fuel tank is NOT OK. Repair and claiming details will be provided once sufficient parts are available.**

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**NHTSA:** 22V673

**Subject: Safety Recall 20DS - Fuel Tank Internal Vent Pipe**

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2021-2022 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** The vent pipe within the fuel tank may have been damaged during fuel tank assembly. In cases where the vent pipe has been damaged, fuel might enter this pipe and rise to the fuel filler cap due to the pressure within the fuel tank. Upon opening the fuel filler cap, this might lead to fuel spilling out of the filler neck, increasing the risk of injury. Fuel within the vent pipe can also lead to the fuel pump clicking off while trying to re-fuel the vehicle.

**What will we do?** To correct this defect, your authorized Audi dealer will check the internal vent pipe for damage by pressurizing the fuel tank. In cases of fuel spilling out the fuel filler neck, the fuel tank and the charcoal canister will be replaced. This testing will take about one day for your dealer to complete.

If testing shows that fuel tank and charcoal canister replacement is necessary, the replacement will take about a day to complete once your dealer has received the parts needed to complete the work.

Both the testing and parts replacement (if needed) will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

**What should you do?** If possible, please ensure the fuel tank in your vehicle is between one-half and three-quarters full when you arrive at the dealership for this recall work.

Please contact your authorized Audi dealer without delay to schedule this recall work. For your convenience, you can also visit [www.audiusa.com](http://www.audiusa.com) and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at [www.audiusa.com](http://www.audiusa.com).

**Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at [www.audiusa.com](http://www.audiusa.com) and enter your Vehicle Identification Number (VIN).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

## Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Transport Canada Recall:** 2022-503

**Subject:** Safety Recall 20DS - Fuel Tank Internal Vent Pipe

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** The vent pipe within the fuel tank may have been damaged during fuel tank assembly. In cases where the vent pipe has been damaged, fuel might enter this pipe and rise to the fuel filler cap due to the pressure within the fuel tank. Upon opening the fuel filler cap, this might lead to fuel spilling out of the filler neck, increasing the risk of injury. Fuel within the vent pipe can also lead to the fuel pump clicking off while trying to re-fuel the vehicle.

**What will we do?** To correct this defect, your authorized Audi dealer will check the internal vent pipe for damage by pressurizing the fuel tank. In cases of fuel spilling out the fuel filler neck, the fuel tank and the charcoal canister will be replaced. This testing will take about one day for your dealer to complete.

If testing shows that fuel tank and charcoal canister replacement is necessary, the replacement will take about a day to complete once your dealer has received the parts needed to complete the work.

Both the testing and parts replacement (if needed) will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

**What should you do?** If possible, please ensure the fuel tank in your vehicle is between one-half and three-quarters full when you arrive at the dealership for this recall work.

Please contact your authorized Audi dealer without delay to schedule this recall work.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

**Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at [www.audi.ca](http://www.audi.ca).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

## Repair Overview



- Perform test procedure to check for a hole in the fuel tank vent line.

### NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

## Required Tools and Equipment

 <p>56-1</p>	<p>EVAP Adapter Kit KLI 9210/56-1</p>	 <p>Two gas cans capable of holding at least 5 gallons (~20 L) each. (locally sourced)</p>
	<p>Fuel safe hose (approx. 3 feet/meters long) 3/8" inner diameter (locally sourced)</p>	 <p>Two grounding cables with crocodile clips on each end</p>
	<p>Storage Tub (gas cans will be placed in tub to catch any additional fuel overflow)</p>	 <p>Hose clamp N 90770201</p>
	<p>Fuel Extractor -VAS 5190A-</p>	

## Repair Instruction

### Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

**EXAMPLE**

Campaign/Action	Start	Designation
→ 3	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

**EXAMPLE**

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

#### TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

#### CRITICAL REPAIR STEP

 **STOP!** 

If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

## Section B – Test Procedure

### NOTE

As the vehicle runs, the exhaust will heat the fuel inside the fuel tank and the running of the fuel pump will create fuel vapors. If a hole is present in the vent line that is inside the fuel tank, the pressure from the fuel vapor will force the fuel through the hole in the vent line. The fuel would then be forced out of the fuel filler opening.

**The following conditions MUST be met before starting the test procedure:**

- Adjust the fuel level as follows:
  - **REMOVE** the amount of fuel indicated in the chart below.

Fuel Gauge Reading	Amount of Fuel to Remove*	Amount of Fresh Fuel to Add +/- 0.1 gallons (0.4 L)
1 bar + flashing red	NONE	10 gallons (37.6 L)
1 bar	NONE	9 gallons (34.0 L)
2 bar	NONE	7.5 gallons (28.4 L)
3 bar	NONE	5.5 gallons (20.8 L)
4 bar	NONE	3.5 gallons (13.2 L)
5 bar	NONE	3 gallons (11.4 L)
6 bar	2 gallons (7.6 L)	3 gallons (11.4 L)
7 bar	4.5 gallons (17 L)	3 gallons (11.4 L)
8 bar	6 gallons (22.7 L)	3 gallons (11.4 L)

- Add **FRESH** fuel in the amount indicated in the chart above.
- Use a gas station closest to the dealer.
- If possible, use a known good fuel pump that does not switch off prematurely.
- Drive to and from the gas station as moderately as possible.
- \*Refer to the ELSA Repair Manual if fuel requires removal.
- The refueling must be done accurately, with a maximum deviation of +/- 0.1 gallons (0.4 L)
- Park the vehicle in the workshop overnight in order to acclimate to the indoor ambient temperature.
- The ambient temperature of the workshop area where the test is to be performed must be above 68° F (20°C).
- The vehicle must be parked on a level surface or with the right rear of the vehicle at the lowest point.





**Test procedure:**

- Place the two fuel cans inside a tub.
- Ground the fuel cans to the vehicle.



- Remove fuel cap.
- Attach EVAP test adapter - KLI 9210/56-1 - in place of the fuel cap.
- Attach a length of fuel safe hose to the -KLI 9210/56-1- adapter and secure with clamp -N 90770201-
- The other end of the hose should be placed in one of the fuel cans.

Fuel Gauge Reading	Amount of Fuel to Remove	Amount of Fresh Fuel to Add
1 bar + flashing red	NONE	10 gallons (37.6 L)
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8 bar	6 gallons (22.7 L)	3 gallons (11.4 L)

Start the engine and allow vehicle to idle.

- Ensure the exhaust is properly vented.
- Monitor if fuel drains out of the fuel tank, through the test hose for up to 5.5 hours.
- Check the container every 15 to 30 minutes for fuel draining from the test hose.

- If ANY AMOUNT of fuel drains out of the fuel tank test hose during the 5.5 hours, the fuel tank vent hose is **NOT OK**. Fuel tank and charcoal canister require replacement.

**Ground vehicle until further notice with an open repair order until further instructions are provided and the fuel tank and charcoal canister have been replaced.**

! NOTE
<p>In the event of an overflow, fuel will continue to leak after the engine has been switched off. Do not close the tank, but wait for the end of the overflow and change the container capturing the fuel, if necessary.</p> <p>After turning off the engine, the overflow should stop after 30 minutes. The maximum amount of fuel that could overflow is up to 13.2 gallons (50 L) (depending on the amount of fuel at the beginning of the test and the damaged area in the venting system).</p>

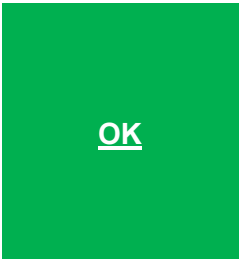


- If NO fuel drains out of the fuel tank test hose after 5.5 hours:

- Remove test equipment.
- Reinstall fuel cap.
- Drive to closest gas station as moderately as possible.
- Fill with two gallons (~7.5L) while observing the following:
  - Fuel fill nozzle must be fully inserted.
  - Nozzle must be at the 6 o'clock position.
  - Fuel vehicle with fuel nozzle fully open.

- If the two gallons (~7.5L) can be filled without the nozzle switching off, the fuel tank vent hose is **OK**. No further work is required. **Proceed to Section C.**

! NOTE
<p>When returning the vehicle to the customer, the fuel fill level should be equal to what the fuel level was when the vehicle arrived.</p>



- If the nozzle switches off prematurely, the fuel tank vent hose is **NOT OK**. The fuel tank and charcoal canister require replacement.

**Ground vehicle until further notice with an open repair order until further instructions are provided and the fuel tank and charcoal canister have been replaced.**



## Section C – Campaign Completion Stamp

I certify that this campaign  
has been performed in strict  
accordance with the applicable  
Audi repair procedure.

SAGA Code: \_\_\_\_\_  
Technician: \_\_\_\_\_  
Date: \_\_\_\_\_

Item#: AUD4927ENG

-OR-

Je certifie que cette  
campagne de rappel a été  
exécutée suivant les strictes  
directives de réparation  
d'Audi

Code de SAGA: \_\_\_\_\_  
Technicien: \_\_\_\_\_  
Date: \_\_\_\_\_

Item # AUD4927FRE

- Once the campaign inspection has been completed and the vehicle is **OK**, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.