



Date: November 2011
Subject: Voluntary Safety Recall 23J8
Diesel Fuel Injection Lines on Vehicles Equipped with a 2.0L TDI common Rail Diesel Engine / Clean Diesel Engine (Engine Code CBEA)
2010-2012 Model Year Audi A3

Dear Audi Dealer Principal, Service Manager, and Parts Manager:

As announced in October 2011, Audi notified the NHTSA of a voluntary safety recall affecting some 2010-2012 model year Audi A3 vehicles equipped with a 2.0L TDI common rail diesel engine/clean diesel engine.

Important Reminder on Vehicles Affected by Safety & Compliance Recalls

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.

Problem Description: In U.S. specific application of the 2.0L TDI Common Rail Diesel engine/ Clean Diesel engine (engine code CBEA; emissions related de-NOx and de-SOx regeneration cycles) the fuel injection pulses could coincide with the natural frequency of the injector line #2 in specific load and RPM conditions. This resonance creates additional stress on the fuel line which a small number of parts (based on the statistic spread of line strength) cannot withstand over lifetime.

As a contributory factor, one supplier has used tube material with scratch marks from a grinding process during certain production periods which were installed in vehicles during certain production months. Injector lines using this material exhibit a significantly higher failure rate.

Due to the possible resonance condition, single fuel injection lines could develop small cracks which could lead to fuel leakage. Leaking fuel, in the presence of an ignition source, may lead to a fire.

Audi is not aware on any fire, crash or injury caused by this issue.

Corrective Action: Affected vehicles will have vibration dampers installed on all four fuel injection lines. A small number of vehicles will also have the #2 fuel injection line replaced.

- Vehicles requiring the dampers and fuel line replacement will be identified in ElsaWeb with CRITERIA 01 and CRITERIA 02.



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- Vehicles requiring the dampers only will be identified in ElsaWeb with CRITERIA 02 only.

What should dealers do?

Affected inventory vehicles appear on dealer AIM reports with the recall code **23J8**. Dealers should check their AIM report to see if they have any in-stock vehicles affected by this recall and mandatory stop sale. Please keep any affected vehicle in a secure area where it cannot be made available for sale, lease, trade or demo use until the recall repair has been performed.

Parts Allocation: Parts allocation for this recall has been ongoing, and additional allocations are being sent to dealers this week. If you have exhausted your allocated parts for vehicles affected by this recall, but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to upperorderlimits@audi.com.

Customer Mailing: Customer notification will take place on or about November 9, 2011.

Code Visibility Date: The campaign code was made visible on affected inventory vehicles on October 4, 2011. The campaign code will be visible on all affected customer vehicles on or about November 9, 2011.

Allocation List Release Date: Allocation lists will be available under My Dealership Reports on the AccessAudi prior to customer notification.

Thank you for your cooperation and assistance in this important matter. If you have any questions or require additional assistance, please contact Warranty. As always, any press/media related questions should be directed to the Audi public relations team.

Audi Product Compliance



VOLKSWAGEN DEALERSHIP COMMUNICATION – USA

Date: November 2011

To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator

Subject: Voluntary Safety Recall 23J9

2009-2012 MY Volkswagen Jetta (5th and 6th Generation) and Jetta SportWagen and
2010-2012 MY Volkswagen Golf

Diesel Fuel Injection Lines on Vehicles Equipped with a 2.0L TDI Common Rail Diesel Engine /
Clean Diesel Engine (Engine Codes CJAA and CBEA)

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Voluntary Safety Recall 23J9

Important Reminder on Vehicles Affected by Safety and Compliance Recalls

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.

As announced in October 2011, Volkswagen notified the NHTSA of a voluntary safety recall affecting some 2009-2012 MY Jetta (5th and 6th Generation) and Jetta SportWagen vehicles, as well as some 2010-2012 MY Golf vehicles equipped with a 2.0L TDI common rail diesel engine / clean diesel engine.

Problem Description: In U.S. specific application of the 2.0L TDI Common Rail Diesel engine/ Clean Diesel engine (engine codes CJAA and CBEA; emissions related de-NOx and de-SOx regeneration cycles) the fuel injection pulses could coincide with the natural frequency of the injector line #2 in specific load and RPM conditions. This resonance creates additional stress on the fuel line which a small number of parts (based on the statistic spread of line strength) cannot withstand over lifetime.

As a contributory factor, one supplier has used tube material with scratch marks from a grinding process during certain production periods which were installed in vehicles during certain production months. Injector lines using this material exhibit a significantly higher failure rate.

Due to the possible resonance condition, single fuel injection lines could develop small cracks which could lead to fuel leakage. Leaking fuel, in the presence of an ignition source, may lead to a fire.

Volkswagen is not aware on any fire, crash or injury caused by this issue.

Corrective Action: Affected vehicles will have vibration dampers installed on all four fuel injection lines. A small number of vehicles will also have the #2 fuel injection line replaced.

- Vehicles requiring the dampers and fuel line replacement will be identified in ElsaWeb with CRITERIA 01 and CRITERIA 02.
- Vehicles requiring the dampers only will be identified in ElsaWeb with CRITERIA 02 *only*.

What should dealers do?

Affected inventory vehicles appear on dealer VIM reports with the recall code **23J9**. Dealers should check their VIM report to see if they have any in-stock vehicles affected by this recall. Please keep any affected vehicle in a secure area where it cannot be made available for sale, lease, trade or demo use until the recall repair has been performed.

Parts Allocation: Parts allocation for this recall has been ongoing, and additional allocations are being sent to dealers this week. If you have exhausted your allocated parts for vehicles affected by this recall, but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to upperorderlimits@vw.com.

Customer Mailing: Customer notification will take place on or about November 9, 2011.

Code Visibility Date: The campaign code was made visible on all affected inventory vehicles on October 4, 2011. The campaign code will be visible on all affected customer vehicles on or about November 9, 2011.

Allocation List Release Date: Allocation lists will be available under My Dealership Reports on the VW Hub prior to customer notification.

Thank you for your assistance in this important matter. If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Product Compliance