

CL-11204614-7888

April 12, 2019

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

Re: Safety Recall 19N4 - Electric Coolant Pump
TFST Gasoline Engine
NHTSA: 18V229

Dear Audi,

It has almost been 1 year since this recall and my vehicle Audi A4 2015 has not been fixed. This was an important Recall! The risk potentially leading to VEHICLE FIRE!!! One of the first letters September 2018.

I have been given 3 dates that the repair has been postponed. This is unacceptable. It is not OK to put my life in jeopardy!!! Nor risk my family life for repairs that have not been completed in a reasonable time frame.

Please stop sending me letters if they are untrue or specials to trade in and buy another Audi. This experience has made me upset and has caused anxiety. I will never buy another Audi. This is not good service!!!

I need the repair to be fixed immediately!!! I have been more than patient.

Sincerely,

[Redacted Signature]

cc: NHTSA

TG
4.29.19
UD

IMPORTANT SAFETY RECALL

Audi of America, Inc.



September 2018

[REDACTED]
ALISO VIEJO, CA [REDACTED]

This notice applies to your vehicle: WAUAFAFL6FN [REDACTED]

NHTSA: 18V229

**Subject: Safety Recall 19N4 – Electric (After Run) Coolant Pump
Certain 2012-2017 Model Year Audi Vehicles with a 2.0L TFSI Gasoline Engine**

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 2012-2017 model year Audi vehicles with a 2.0L TFSI gasoline engine. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? In certain vehicles with a 2.0L TFSI gasoline engine, the electric (after

Audi of America, Inc.
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Auburn Hills, MI 48326
+1 800 253 2834
www.audiusa.com

IMPORTANT SAFETY RECALL



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.

Reimbursement of Expenses

If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

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.

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 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

SAHTA'AJIA

CA 926

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Miso Viejo, CA

The Administrator
National Highway Traffic Safety Admin.
1200 New Jersey Ave, S.E.
Washington, D.C. 20590

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