

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received: 16-MAY-2022		Repository ☐ Reference No. 11464872	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		ZIP Code	
Sahuarita		AZ		Evening Telephone Number	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		MAKE		Model	
WAUJAF8B		AUDI		A4	
Model Year		Date Purchased		Dealer's Name and Telephone Number	
2016		10/14/2017		2323 W Bell Rd	
Original Owner		Dealer's City		Engine: No. Cylinders	
☐		Tucson		4	
Transmission Type		STATE		ZIP Code	
☐ Antilock Brakes ☐ Cruise Control		AZ		85713	
Powertrain		Multiple Failure:		Incident Date(s)	
Engine 2.0L 14		New 4th cylinder		09-MAY-2022	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Components Codes: 186000 VEHICLE SPEED CONTROL-THROTTLE				Failure Mileage	
When this vehicle failed I could not drive it over 45mph				88000.0	
				Failure Speed	
				65	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM1 9ABC036)		☐ Original Requirement ☐ Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)					
Crash		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		Number of Deaths	
				Reported to Police	
				N	
Narrative Description of Incident(s), Crash(es), Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
The contact owns a 2016 Audi A4. The contact stated while driving approximately 65 MPH, the vehicle started shaking. The EPC warning light was illuminated. The vehicle was taken to the local dealer and diagnosed with cylinder #4 failure. The vehicle was not repaired. The manufacturer was not notified of the failure. The approximate failure mileage was 88,000. The failure was reported, but I never received an explanation for the failure of the cylinder. The failure was an abrupt sudden onset and car had been running good fine. I took it initially to Wade Max @ Lucas's Wholesale place I was told the cylinder had very low pressure & to take it to the dealership in Tucson. I took it to Chapman Audi 4646 E 2nd St again I was told the cylinder had lost pressure with no explanation why! but it would be \$15,000 to fix with no warranty on work. I was told that they would give me \$2,000 for the car that was worth \$24,000. I took it on a trade-in. It was devastating. I just couldn't fix it under these conditions. It was more significant. The car of the occurrence I was driving on 5-10 from Phoenix to					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.					
ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



Coolant Pump Claim Administrator
P.O. Box 4418
Portland, OR 97208-4418



5241001738819*

INS

SAHUARITA AZ

April 9, 2021

CLASS NOTICE

A federal court authorized this notice. This is not a solicitation from a lawyer.

UNITED STATES DISTRICT COURT FOR THE DISTRICT OF NEW JERSEY

If you have owned or leased certain Audi vehicles equipped with a factory installed Electric (After-Run) Coolant Pump in the United States or Puerto Rico, you may be entitled to benefits from a class action settlement. This notice is being mailed to you because you have been identified as owning or leasing such a vehicle.

- This is a proposed class action in which Plaintiffs have alleged that the Electric (After-Run) Coolant Pump in certain Audi vehicles contains a defect that could potentially lead to a malfunction and is the subject of certain Recalls referred to below. The class action, pending in the United States District Court for the District of New Jersey, is entitled *Sager v. Volkswagen Group of America, Inc. and Audi of America, Inc.*, Civil Action No. 2:18-cv-13556 (the "Action" or "Lawsuit").
- The parties have agreed to settle the Action. This Notice explains the Action, the Settlement, your legal rights, your available benefits, and who is eligible for them, how to obtain them if you are eligible, and applicable time deadlines. As a Settlement Class Member, you have various options that you may exercise before the Court decides whether to approve the Settlement. Additional information is available online at www.CoolantPumpSettlement.com.
- Your legal rights are affected whether you act or do not act. Read this Notice carefully.
- The Court in charge of this case still has to decide whether to approve the Settlement. Payments will be made only if the Court approves the Settlement and after appeals, if any, are resolved.

This was the recall
my car was part of
this recall when I
called about my
damage I was
told I was
outside the
time limit

Questions? Call 1-855-907-2083 or visit www.CoolantPumpSettlement.com



PAID



Rawcliffe's Inc
651 Main Road North
Hampden, ME 04444
207-945-2916

8/14/2020 4:00:08 PM

Repair Order

Page:1

Phone:

Service Writer : RR

Tag/State

Odometer In : 59115
Odometer Out : 59115

Vehicle : 2016 Audi A4 2.0 L 1984 CC L4 DOHC 16 Valve
VIN : WAUAFAL8
Fleet #/Driver
Created : 8/13/2020 12:22:23 PM
Completed : 8/14/2020 4:00:06 PM

Qty	Code/Tech	Description	Condition	Unit Price	Price
		AIR FLOW - ADVISE			\$52.50

Note: CUSTOMER SAID THAT THE VENT ON THE DRIVERS SIDE ON THE LEFT SIDE OF STEERING WHEEL. NOT THE ONE ON TOP OF DASH BUT THE VENT. CUSTOMER SAYS THAT SHE CANNOT GET THE BEST AIR FLOW OUT OF THAT ONE VENT UNLESS SHE USES AUTO FUNCTION.

CHECKED FOR REPAIR

- * CANNOT DUPLICATE CONDITION
- * CONFIRMED AIR FLOW IS EQUAL BOTH SIDES AT THIS TIME
- * PULLED CODES WITH AUDI AUTOLOGIC
- * NO CODES PERTAINING TO HEATER CONTROLS
- * CHECKED FOR RELATED AUDI TECHNICAL SERVICE BULLETINS - NONE RELATED
- * DID FIND A RECALL FOR AUXILIARY HEATER AND SOFTWARE (BUT RECALL DID NOT CORRELATE TO CUSTOMER SYMPTOM)
- * CONTACTED AUDI DEALER TO CHECK ON RECALLS ON VEHICLE
- * NO OPEN RECALLS ON VEHICLE

FLUID, TRANSMISSION - R/R
FLUID, CVT

\$73.50
\$19.95
\$139.65

Note:



Coolant Pump Claim Administrator
P.O. Box 4418
Portland, OR 97208-4418



5241001738819

0 INS: 0 0

SAHUARITA AZ

April 9, 2021

CLASS NOTICE

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- The Court in charge of this case still has to decide whether to approve the Settlement. Payments will be made only if the Court approves the Settlement and after appeals, if any, are resolved.

my car was recall
part of this recall
when I called Audi
about this after
my car broke down
I was told the
time limit expired

Questions? Call 1-855-907-2083 or visit www.CoolantPumpSettlement.com



Category 4 – If, prior to April 12 2021, the Settlement Class Vehicle's Electric (After-Run) Coolant Pump underwent a repair or replacement that was not performed pursuant to any Recall or Service Action, then the duration of the Warranty Extension on the Settlement Class Vehicle's turbocharger will be the greater of fourteen (14) months from April 12, 2021, or nine (9) months from the date the Settlement Class Vehicle's original New Vehicle Limited Warranty period for the turbocharger expires, provided the damage to or failure of the turbocharger was not caused by an improper repair by an entity that is not an authorized Audi dealer or the use of a non-Audi replacement coolant pump.

If, however, Recall 1902 is performed (replacement of the Electric (After-Run) Coolant Pump) on the Settlement Class Vehicle by August 10, 2021, then the duration of the Warranty Extension on the turbocharger will be fourteen (14) months from the date Recall 1902 was performed on the Settlement Class Vehicle or nine (9) months from the date the Settlement Class Vehicle's original New Vehicle Limited Warranty period for the turbocharger expires, whichever date occurs later.



The following Chart outlines the Warranty Extension for the four Categories of Settlement Class Vehicles:

<u>CATEGORY 1:</u>	<u>CATEGORY 2:</u>	<u>CATEGORY 3:</u>	<u>CATEGORY 4:</u>
“NO COOLANT PUMP RECALL DISCONNECTION OR REPLACEMENT” GROUP If No Electric (After-Run) Coolant Pump Recall Repair was Performed on the Settlement Class Vehicle Prior to April 12, 2021, or Only Recall 19M1 (Software Update) was Performed Prior to April 12, 2021.	“COOLANT PUMP DISCONNECTION RECALL” GROUP If Recall 19N4 (Disconnection of the Electric (After-Run) Coolant Pump) Was Performed on the Settlement Class Vehicle Prior to April 12, 2021.	“COOLANT PUMP REPLACEMENT RECALL” GROUP If Recall 19O2 (replacement of the Electric (After-Run) Coolant Pump) was performed on the Settlement Class Vehicle prior to April 12, 2021.	“COOLANT PUMP PRE-NOTICE NON-RECALL REPAIR OR REPLACEMENT” GROUP If the Settlement Class Vehicle's Electric (After-Run) Coolant Pump Was Repaired or Replaced Prior to April 12, 2021, But Not Performed Pursuant to Any Recalls or Service Action.
Current owners/lessees of Settlement Class Vehicles will receive an Extended Warranty on the turbocharger, the duration of which will be the greater of 14 months from April 12, 2021, or 9 months from the date the Settlement Class Vehicle's original New Vehicle Limited Warranty period for the turbocharger expires. If, however, Recall 19O2 (replacement of the Electric (After-Run) Coolant Pump replacement) is performed on the Settlement Class Vehicle by August 10, 2021, the duration of the Warranty Extension for the turbocharger will be 14 months from the date Recall 19O2 was performed or 9 months from the date the Settlement Class Vehicle's original New Vehicle Limited Warranty period for the turbocharger expires, whichever date occurs later.	In addition to the 4-year warranty extension on the Settlement Class Vehicle's turbocharger, which was provided as part of Recall 19N4, current owners/lessees of Settlement Class Vehicles will receive an extra 14-month Warranty Extension on the turbocharger, for a total Warranty Extension of 5 years and 2 months (or 62 months), measured from the date on which Recall 19N4 (disconnection of the Settlement Class Vehicle's Electric (After-Run) Coolant Pump) was performed. This Warranty Extension will apply regardless of whether the 19N8 Service Action (replacement of the Electric (After-Run) Coolant Pump) was subsequently performed on Settlement Class Vehicle.	Current owners/lessees of Settlement Class Vehicles will receive an Extended Warranty on the turbocharger, the duration of which will be the greater of 14 months from the date Recall 19O2 (replacement of the Electric (After-Run) Coolant Pump) was performed or 9 months from the date the Settlement Class Vehicle's original New Vehicle Limited Warranty period for the turbocharger expires.	Current owners/lessees of Settlement Class Vehicles will receive an Extended Warranty on the turbocharger, the duration of which will be the greater of 14 months from April 12, 2021, or 9 months from the date the Settlement Class Vehicle's original New Vehicle Limited Warranty period for the turbocharger expires, provided the damage to or failure of the turbocharger was not caused by an improper repair by an entity that is not an authorized Audi dealer or the use of a non-Audi replacement coolant pump. If, however, Recall 19O2 (replacement of the Electric (After-Run) Coolant Pump) is performed on the Settlement Class Vehicle by August 10, 2021, the duration of the Warranty Extension on the turbocharger will be 14 months from the date Recall 19O2 was performed or 9 months from the date the Settlement Class Vehicle's original New Vehicle Limited Warranty period for the turbocharger expires, whichever date occurs later.

Questions? Call 1-855-907-2083 or visit www.CoolantPumpSettlement.com

General Terms and Conditions of the Extended Warranty:

- (a) The Extended Warranty is subject to the same terms and conditions set forth in the Settlement Class Vehicle's New Vehicle Limited Warranty and Warranty Information Booklet, except that repairs to or replacement of a failed turbocharger under this Settlement are permissible pursuant to the terms and time and mileage limitations set forth above and in the Settlement Agreement, which is available at www.CoolantPumpSettlement.com.
- (b) Damage resulting from abuse, alteration, modification, a collision or crash, vehicle misuse or neglect, vandalism, and/or any other impact or outside force shall be excluded and not covered by the Extended Warranty.
- (c) The Extended Warranty will, until its expiration, be fully transferable to subsequent owners of Settlement Class Vehicles.
- (d) A vehicle is not eligible for an Extended Warranty if it has a branded title (including, but not limited to: "Totaled," "Assembled," "Dismantled," "Flood," "Junk," "Rebuilt," "Reconstructed," "Lemon Law Buyback," "Fleet," "Mileage Unknown," "Stolen," or "Salvaged") or if it was acquired by any person or entity from a junkyard, salvage facility, or body shop.
- (e) VWGoA shall not be responsible for, and shall not warranty, repair or replacement work performed on a Settlement Class Vehicle by an independent service center that is not an authorized Audi dealer.

B. Reimbursement for Past Unreimbursed Out-of-Pocket Expenses for Qualifying Repair or Replacement of an Electric (After-Run) Coolant Pump That Was Paid for Prior to September 14, 2018 (Date of Commencement of Recall 19N4)

If, prior to September 14, 2018 (Date of Commencement of Recall 19N4), a current or former owner or lessee of a Settlement Class Vehicle incurred and paid out-of-pocket expenses to repair or replace a failed Electric (After-Run) Coolant Pump in the Settlement Class Vehicle, then, upon the Effective Date of the Settlement, he/she may be entitled to reimbursement of said paid out-of-pocket expenses as follows:

- (a) If the repair or replacement was performed by an authorized Audi dealer, the Settlement Class Member shall be entitled to receive dollar-for-dollar reimbursement of the paid cost of the repair or replacement (parts and labor).
- (b) If the repair or replacement was performed by an independent service center and not an authorized Audi dealer, the Settlement Class Member shall be entitled to receive a reimbursement of the paid cost of the repair or replacement (parts and labor) limited to a maximum of \$542.00.

C. Reimbursement for Unreimbursed Paid One-Day Rental Car Expense Incurred While Recall 19O2 was Being Performed on the Settlement Class Vehicle by an Authorized Audi Dealer

If, prior to April 12, 2021, a Settlement Class Member incurred and paid an out-of-pocket expense to rent a car while the Electric (After-Run) Coolant Pump in his/her Settlement Class Vehicle was being replaced at an authorized Audi dealer pursuant to Recall 19O2, and the need for the car rental was due to the fact that the authorized Audi dealer was unable to provide a free loaner vehicle that was requested by the Settlement Class Member, then, upon the Effective Date of the Settlement, the Settlement Class Member may be entitled to receive reimbursement of up to a maximum of one day of paid out-of-pocket rental car expense incurred while Recall 19O2 was being performed.

D. Requirements for and Limitations on Entitlement to Reimbursements Set Forth in Sections B and C Above

To qualify for reimbursement of past paid out-of-pocket expenses as provided in Sections B and/or C above, Settlement Class Members must timely comply with the following requirements:

- (a) Any Claim for Reimbursement must contain the required completed and signed Claim Form(s), copies of which are attached to this Notice and available at www.CoolantPumpSettlement.com, together with all required Proof of Repair Expense and/or Proof of Rental Car Expense documentation listed in the respective Claim Forms.
- (b) The fully completed and signed Claim Form(s), together with all required Proof of Repair Expense and/or Proof of Rental Car Expense documentation, must be mailed to the Claim Administrator by First-Class Mail, postmarked no later than June 26, 2021.



(c) If the claimant is not a person to whom the Claim Form(s) was (were) addressed, and/or if the vehicle with respect to which a Claim is made is not the vehicle identified by VIN number on the mailed Claim Form(s), the Claim must contain proof that the claimant is a Settlement Class Member and that the vehicle is a Settlement Class Vehicle.

(d) Each Claim for Reimbursement must include, in the Claim Form(s), a statement that the Settlement Class Member has not previously been reimbursed, from any other source, for all or part of the out-of-pocket expense for which reimbursement is being sought under this Settlement, or if any full or partial reimbursement was previously received, delineate the amount of the reimbursement received and the source of the reimbursement.

(e) The Claim Administrator may consider previously rejected reimbursement requests that were submitted by Settlement Class Members to Audi of America, Inc. pursuant to the Electric (After-Run) Coolant Pump Recalls, provided that they are timely resubmitted to the Claim Administrator, **postmarked no later than the response deadline on your rejection letter**, with the properly completed and signed Claim Form(s) and supporting Proof of Repair Expense and/or Proof of Rental Car Expense, and pursuant to the terms and requirements set forth herein and in the Settlement Agreement that will be available at www.CoolantPumpSettlement.com. If the Settlement Class Member is submitting a reimbursement claim that was previously rejected by Audi of America, Inc. in whole or in part, the Claim Form must set that forth, and the Settlement Class Member must provide, in addition to the Proof of Repair Expense and/or Proof of Rental Car Expense, the amount, if any, that was reimbursed pursuant to the prior request.

(f) Any reimbursement pursuant to this Settlement shall be reduced by any previous warranty, carefree maintenance, goodwill, reimbursement, refund, or other payment or concession for the Electric (After-Run) Coolant Pump repair or replacement that was paid or provided by Defendant, an authorized Audi dealer, or any other entity (including insurers and providers of extended warranties or service contracts), including any reimbursement that was previously provided to the Settlement Class Member under any of the applicable Recalls.

2. Why is this a class action settlement?

In a class action lawsuit, one or more persons, called Class Representatives, sue on behalf of other people who have similar claims. All of these people are Class Members. The Class Representatives and all Settlement Class Members are called the Plaintiffs, and the companies they sued are called the Defendants. One Court resolves the issues for all Settlement Class Members, except for those who exclude themselves from the Class.

The Court has not decided in favor of Plaintiffs or Defendants. Instead, both sides agreed to a Settlement with no decision or admission of who is right or wrong. That way, all parties avoid the risks and cost of a trial, and the people affected (the Settlement Class Members) will get benefits quickly. The Settlement Class representatives and the Class Counsel think the Settlement is best for the Settlement Class.

WHO IS PART OF THE SETTLEMENT?

3. Am I in this Settlement Class?

The Court has conditionally approved the following definition of a Settlement Class Member: All persons or entities who purchased or leased a Settlement Class Vehicle imported and distributed by Volkswagen Group of America, Inc. for sale or lease in the United States of America and Puerto Rico.

Excluded from the Settlement Class are (a) anyone claiming personal injury, property damage, and/or subrogation; (b) all Judges who have presided over the Action, and their spouses; (c) all current employees, officers, directors, agents, and representatives of Volkswagen Group Companies, and their family members; (d) any affiliate, parent, or subsidiary of Defendants and any entity in which Defendants have a controlling interest; (e) anyone acting as a used car dealer; (f) anyone who purchased a Settlement Class Vehicle for the purpose of commercial resale; (g) anyone who purchased a Settlement Class Vehicle with salvaged title and/or any insurance company who acquired a Settlement Class Vehicle as a result of a total loss; (h) any insurer of a Settlement Class Vehicle; (i) issuers of extended vehicle warranties and service contracts; (j) any Settlement Class Member who, prior to April 15, 2020 settled with and released Defendants or any Released Parties from any Released Claims; and (k) any Settlement Class Member that files a timely and proper Request for Exclusion from the Settlement Class.

Questions? Call 1-855-907-2083 or visit www.CoolantPumpSettlement.com

IMPORTANT SAFETY RECALL

Audi of America, Inc.



Audi

Done
2/26/19

June 2018

KINGSLAND, G

This notice applies to your vehicle: WA1JAF

NHTSA: 18V229

IMPORTANT!

Information about Safety Recall 19N4 – After Run Coolant Pump

THIS RECALL REPAIR IS NOT YET AVAILABLE. We will send another letter as soon as the recall work can be completed on your vehicle.

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 2013-2017 model year Audi vehicles equipped with a 2.0L TFSI gasoline engine. Our records show that you are the owner of a vehicle affected by this action. At this time, the recall repair is not yet available; however we anticipate being able to begin recall repairs in late 2018.

Recall Description: In certain vehicles equipped with a 2.0L TFSI gasoline engine, the electric coolant pump may experience a short circuit and/or overheat. A short circuit or overheating within the electric coolant pump may lead to a fire resulting in vehicle or other property damage.

What You Need to Do:

- ✓ **Contact your Audi dealer without delay if the EPC light comes on.**
An illuminated EPC light can mean that the coolant pump in your vehicle is blocked. For **FREE**, your dealer will diagnose the reason for the EPC light and also replace the coolant pump for **FREE** if necessary.
- ✓ **Until Safety Recall 19N4 has been completed on your vehicle, Audi recommends parking your vehicle outdoors as a precaution.**
- ✓ **Contact your dealer or Audi if you have any concerns about your vehicle.**
Your authorized Audi dealer knows your vehicle best, and has the tools and information necessary to address your vehicle concerns. If you should have any questions about this communication, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.

on in my car

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 call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.



4646 E 22nd St
Tucson, AZ 85711
(877) 321-3921

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
2/13/19	
R/O Close Date	Status
2/13/19	Pre-Invoice
Mileage In	Mileage Out
36605	36606
Service Advisor / Tag #	
MORGAN MCLEOD/3270*W*	
Vehicle Identification Number	
WAUAF AFL8GN	
Delivery Date	In-Service Date
	2/13/19
Color	License Number
OTHER	

SAHUARITA, AZ

DESCRIPTION OF SERVICE AND PARTS
Cell: Email:

#1 - CAMP: FACTORY CAMPAIGN/RECALL
C/S: 19N4 -01AFTER RUN COOLANT PUMP
Tech: EDWARD AMEZQUITA (222)
Installed 06D198619 :REPAIR KIT
PERFORMED 19N4 UPDATE. REPLACED WIRING HARNESS
AND UPDATED SVM.

Qty: 1

Warranty
Warranty

#2 - M.P.I/AUDI: COMPLIMENTARY***MULTI POINT VEHICLE
INSPECTION***
Tech: EDWARD AMEZQUITA (222)

Warranty

#3 - ELECTRICAL: GENERAL ELECTRICAL REPAIR OF VEHICLE
ESTIMATE ON PASSENGER SIDE INNER TAIL LIGHT
ASSEMBLY
Tech: EDWARD AMEZQUITA (222)
\$415 TAX FOR THE TAIL LIGHT. SPECIAL ORDER
3-4 DAYS.

Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

AUDI OF TUCSON

CHAPMAN AUTO WERKS, LLC

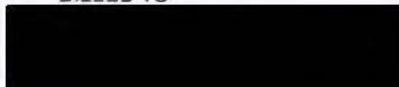
05/11/2022 02:37 PM MDT

4690 E 22ND ST

TUCSON, AZ, 85711

520)748-1000 (Office)

520-747-7910 (Fax)

<https://www.chapmantucson.com/>**BILLED TO****DETAILS**

DETAILS	Approved (00)
TYPE	Charge - Capture
APPROVAL	721211
TRANS ID	937725
MID	*****
TID	71068474
TERMINAL	214993
APP	MASTERCARD DEBIT
AID	A0 00 00 00 04 10 10
TVR	0000008000
IAD	
ARC	00
INVOICE	

signature

--

Cardmember acknowledges receipt of goods and/or services in the amount of the total shown hereon and agrees to perform the obligations set forth by the cardmember's agreement with the issuer.

ACCOUNT

MASTERCARD

ENTRY MODE

Contactless Emv

CVM

SIGN

AMOUNT

USD\$215.16

TOTAL**\$215.16**

5/11/2022



AUDI TUCSON

4646 E 22nd St
Tucson, AZ 85711
(877) 321-3921

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	05/10/22	
R/O Close Date	05/10/22	Pre-Invoice
Mileage In	88291	Mileage Out
	88291	
Service Advisor / Tag #		
TONY MEDEIROS/1623*W*		
Vehicle Identification Number		
WAUAFAPL8G		
Delivery Date		In-Service Date
		02/13/19
Color		License Number
OTHER		

SAHUARITA, AZ

Work Phone

Home Phone

Year	Make	Model	Color	License Number
2016	AUDI	A4	OTHER	

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Cell: Email:

#1 - CHECKENG: MALFUNCTION INDICATOR LIGHT IS ILLUMINATED
C/S: EPC MESS CAME ON AND VEHICLE IS SHAKING, HARD
TO ACCEL
Tech: PAUL CARMONA GONZALE (178)
SCANNED WITH GFF, MISFIRE FAULTS FOR #4 CYLINDER,
TESTED COILS AND INJECTORS, GOOD, PERFORMED
COMPRESSION TEST, POOR COMPRESSION ON #4
CYLINDER, PROVIDED CUSTOMER WITH ESTIMATE.
DECLINED REPAIRS
Sub Total: 185.00

185.00

#2 - M.P.I/AUDI: COMPLIMENTARY TECH VIDEO WITH INSPECTION
REPORT***MULTI POINT VEHICLE INSPECTION***
Sub Total: .00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LABOR	185.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	27.75
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	2.41
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	215.16