



Date: January 30, 2017  
To: Audi Dealer Principal, Service Manager, Warranty Administrator, Sales Manager,  
General Manager & Parts Manager  
From: Audi Customer Protection  
Subject: Upcoming Safety Recall 19M1 – Electric Coolant Pump Software  
Certain 2012-2017 MY Audi Vehicles with a 2.0L TFSI Engine

We would like to inform you of an upcoming safety recall. Please refer to the attached Campaign Data Sheet for additional information.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

**IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS**

**New Vehicles in Dealer Inventory: 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.**

**Pre-Owned Vehicles in Dealer Inventory: 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.**

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Audi Public Relations.

Audi Customer Protection

Attachment: Campaign Data Sheet (1)



Audi

## CAMPAIGN DATA SHEET

<b>CAMPAIGN TYPE</b>	<b>Safety Recall</b>
<b>SAGA CODE</b>	19M1
<b>MARKET(S)</b>	United States and Canada
<b>AFFECTED VEHICLES</b>	USA: Certain 2012-2017 MY Audi Vehicles with a 2.0L TFSI Engine CANADA: Certain 2013-2017 MY Audi Vehicles with a 2.0L TFSI Engine
<b>TOPIC</b>	Electric Coolant Pump Software
<b>PROBLEM DESCRIPTION</b>	In certain vehicles equipped with a 2.0L TFSI engine, the electric coolant pump could become blocked by debris from the cooling system, which can lead to the pump overheating and the risk of a vehicle fire.
<b>CORRECTIVE ACTION</b>	Install software which deactivates the power supply to the electric coolant pump, if the pump becomes blocked with debris.  In extremely rare cases, <b>less than 0.001 percent</b> , electric coolant pump replacement may be necessary due to specific fault codes confirming the issue is present when the vehicle arrives at the dealership for the recall repair.
<b>CUSTOMER NOTIFICATION DATE</b>	February 2017
<b>ELSA/OMD Web VISIBILITY DATE</b>	On or about January 31, 2017
<b>TOTAL AFFECTED VEHICLE COUNT</b>	<b>USA:</b> 342,800 <b>CANADA:</b> 47,400
<b>APPROXIMATE REPAIR TIME</b>	Up to 60 TU
<b>PARTS REQUIRED</b>	Software update only; no parts expected to be needed. In extremely rare cases, <b>less than 0.001 percent</b> , electric coolant pump replacement may be necessary due to specific fault codes confirming the issue is present when the vehicle arrives at the dealership for the recall repair.
<b>EXPIRATION DATE</b>	NONE
<b>ADDITIONAL INFORMATION</b>	<b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b>  <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>  <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>  Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery</u> to consumers.