

Safety Recall

Code: 19M1



Subject	Electric Coolant Pump Software
Release Date	January 31, 2017
Affected Vehicles	U.S.A.: 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 <i>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 & verification source.</i> <ul style="list-style-type: none">✓ Campaign status must show "open."✓ 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.
Problem Description	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.
Corrective Action	Install software which deactivates the power supply to the electric coolant pump, if the pump becomes blocked with debris. The driver will be notified of a blocked electric coolant pump through the illumination of the Electronic Power Control lamp (EPC). In extremely rare cases, 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.
Parts Information	Software update only; no parts expected to be needed. In extremely rare cases, 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.
Code Visibility	On or about January 31, 2017, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.accessaudi.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles. On or about January 31, 2017, this campaign code will show open on affected vehicles in Elsa. On or about January 31, 2017, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.audiusa.com and on the NHTSA VIN lookup tool at www.safercar.gov .
Owner Notification	Owner notification will take place in February 2017. Owner letter examples are included in this bulletin for your reference.
Additional Information	Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions. IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS <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.

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.

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

Claim Entry Instructions

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: Fax repair order to Warranty at (905) 428-4811.

Service Number	19M1									
Damage Code	0099									
Parts Vendor Code	002									
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90									
Causal Indicator	Mark labor as causal									
Vehicle Wash/Loaner	Do not claim wash/loaner under this action									
Criteria I.D.	4G, 8F, 8K, 8R and 8T									
	Connect battery charger Repair operation: 2706 89 50 10 T.U. --AND-- Update software via SVM Repair operation: 1947 25 99 Time stated on diagnostic protocol (max 50 TU)									
- AND - (ONLY if necessary)										
Criteria I.D.	4G, 8F, 8K, 8R and 8T									
	Replace coolant pump Repair operation: 1947 23 99 70 T.U. <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Quantity</th> <th style="text-align: left;">Part Number</th> <th style="text-align: left;">Description</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>06D121601</td> <td>Coolant Pump</td> </tr> <tr> <td>1</td> <td>06H121079N</td> <td>Coolant Pump Bracket</td> </tr> </tbody> </table>	Quantity	Part Number	Description	1	06D121601	Coolant Pump	1	06H121079N	Coolant Pump Bracket
Quantity	Part Number	Description								
1	06D121601	Coolant Pump								
1	06H121079N	Coolant Pump Bracket								

Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

NHTSA: <INSERT NUMBER>

**Subject: Safety Recall 19M1 – Electric Coolant Pump Software
Certain 2012-2017 Model Year Audi Vehicles with a 2.0L TFSI 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 engine. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? 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.

What will we do? To correct this defect, your authorized Audi dealer will install software which deactivates the power supply to the electric coolant pump, if the pump becomes blocked with debris. The driver will be notified of a blocked electric coolant pump through the illumination of the Electronic Power Control lamp (EPC). In extremely rare cases, 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. This work will take about an hour to complete and will be performed for you free of charge.

What should you do? Please contact your authorized Audi dealer without delay to schedule this recall repair. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

Ensure all vehicle drivers have read the vehicle owner's manual so they are familiar with how vehicle warning lights (including the MIL) work. In some locales, an illuminated Malfunction Indicator Lamp could cause your vehicle to fail an emissions inspection, and your vehicle registration application could be denied.

Please be aware that other conditions (unrelated to the issue described in this recall) may cause the MIL in your vehicle to illuminate. Customers should be prepared to cover diagnosis and repair costs associated with these other, unrelated conditions.

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 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: <VIN>

**Subject: Safety Recall 19M1 – Electric Coolant Pump Software
Certain 2013-2017 Model Year Audi Vehicles with a 2.0L TFSI Engine**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the 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 with a 2.0L TFSI engine. Our records show that you are the owner of a vehicle affected by this action.

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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 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.

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

ATTENTION!

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.

Parts for coolant pump replacement (only if necessary)

Criteria	Quantity	Part Number	Part Description
4G, 8F, 8K, 8R and 8T	1	06D 121 601	Coolant Pump
4G, 8F, 8K, 8R and 8T	1	06H 121 079 N	Coolant Pump Bracket

Required Tools



- VAS6150C – Diagnostic Tester (or equivalent)



- VAS5054A – Remote Diagnosis Head (or equivalent)



- GRX3000VAS – Battery Tester/Charger (or equivalent)



- -3094- Hose Clamps - Up To 25mm (or equivalent)



- VAS6362 – Hose Clip Pliers (or equivalent)

Repair Instruction

Section A - Check for Previous Repair

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

EXAMPLE

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

i TIP

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

- Confirm the Campaign/Action status <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.

Proceed to Section B

Section B – Repair

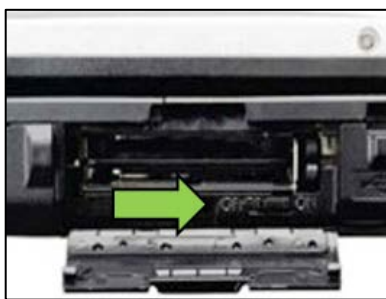
NOTE

Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;

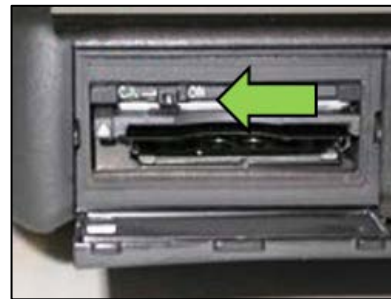
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
 - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
 - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
 - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **If using the Bluetooth VAS 5054A transmitter head, it is connected to the tester with a USB cable.**
 - Performing a software update using a Bluetooth connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth.
- ✓ **The Bluetooth function of the scan tool is physically switched off <see pictures below>.**



VAS 6150 & VAS 6150A
(Front panel behind handle)



VAS 6150B
(Right side behind WIRELESS door)



VAS 6150C
(Left side behind SC/EX door)

⚠ WARNING

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

ℹ TIP

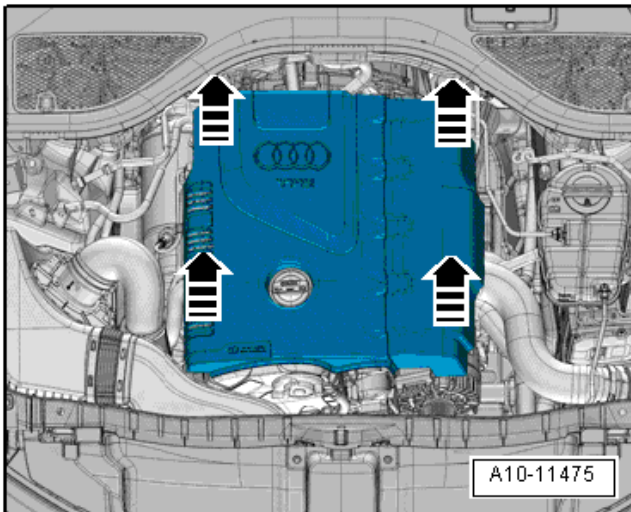
To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2014603: *Software Version Management (SVM) Operating Instructions*.

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A claim may not be reimbursed if there is no confirmation response to support the claim.

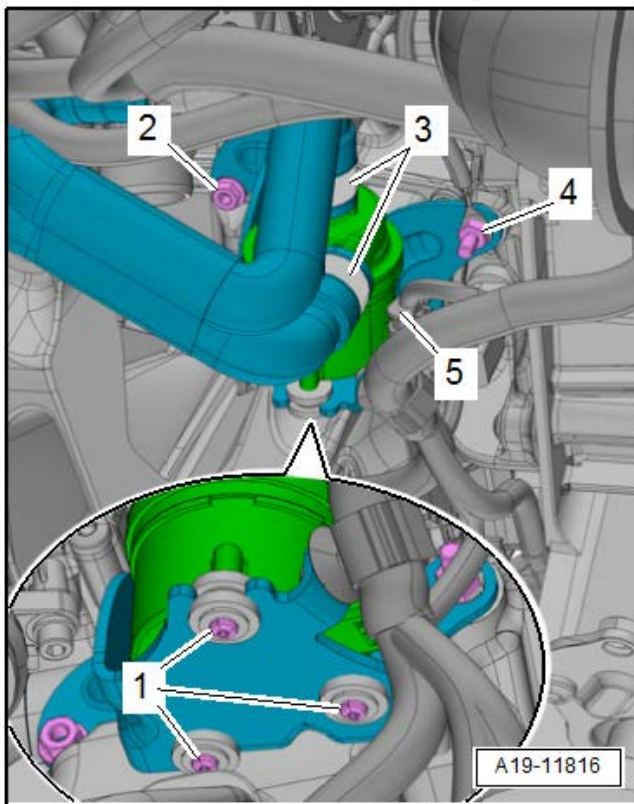


- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery.
- Connect the VAS6150C Diagnostic Tester (or equivalent) to the vehicle.
- Start the ODIS program.
- Confirm that scan tool is communicating with the diagnostic head by USB <green arrow>.
 - If the Bluetooth symbol is shown <red arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.
- From the home screen of the scan tool select Diagnosis.
- Select Start Diagnosis function and identify vehicle.
- After identification of control units, Guided Fault Finding is started automatically.
- Follow the instructions on screen.
- If faults P261D, P261C or P261A are stored in the ECM:
 - **Diagnostic log indicating these faults stored must be upload to GFF paperless.**
 - Proceed to **Section C – After Run Coolant Pump Replacement.**
- If faults P261D, P261C or P261A are NOT stored in the ECM, proceed to **Section D – Update ECM Software.**

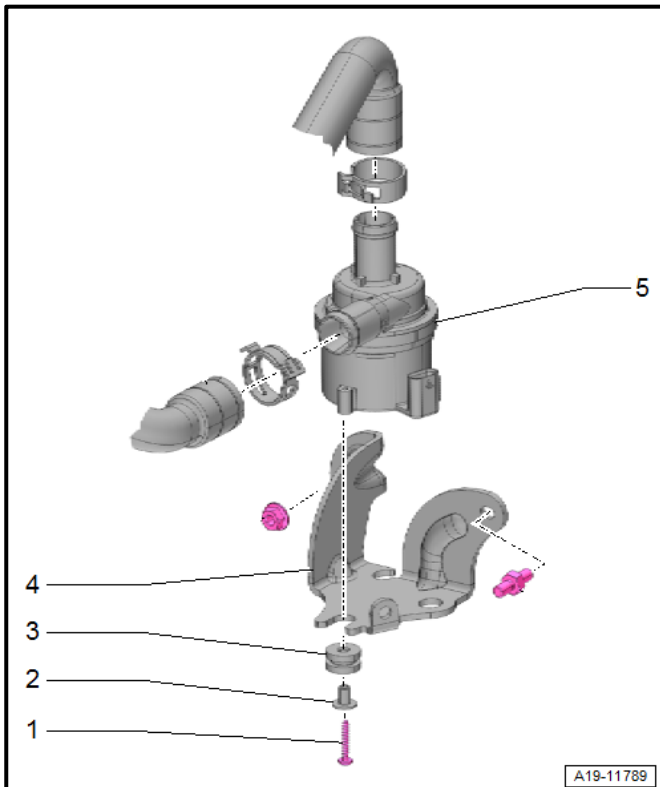
Section C – After Run Coolant Pump Replacement



- Carefully pull the engine cover off the ball pins one after the other in direction of <arrows>. Do not remove the engine cover on one side or in a jerking manner.

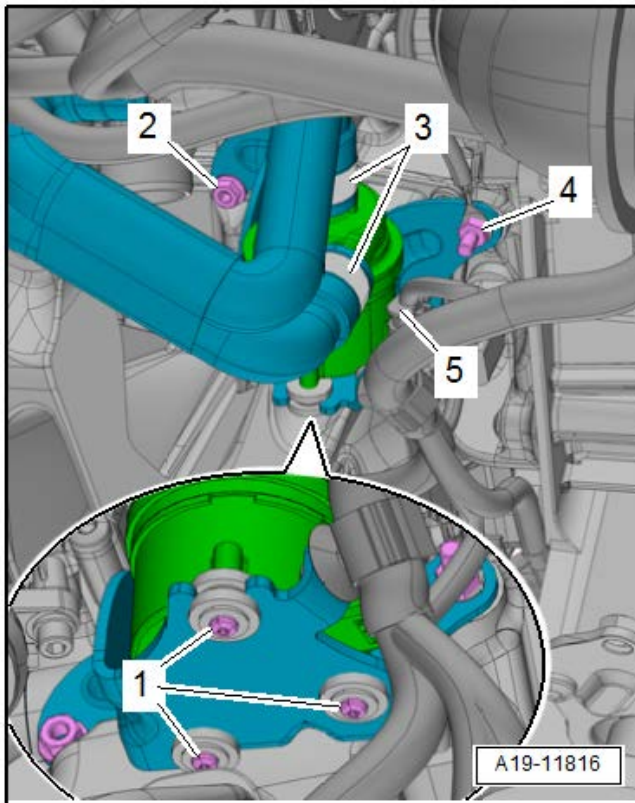


- Disconnect the connector <5>.
- Remove the nut <4> free up the ground wire, and then remove the double bolt.
- Remove the nut <2>.
- Loosen the hose clamps <3>.
- Clamp off the coolant hoses with the -3094- and remove hoses from the After-Run Coolant Pump - V51-.
- Remove the bolts <1> and the After-Run Coolant Pump -V51-.

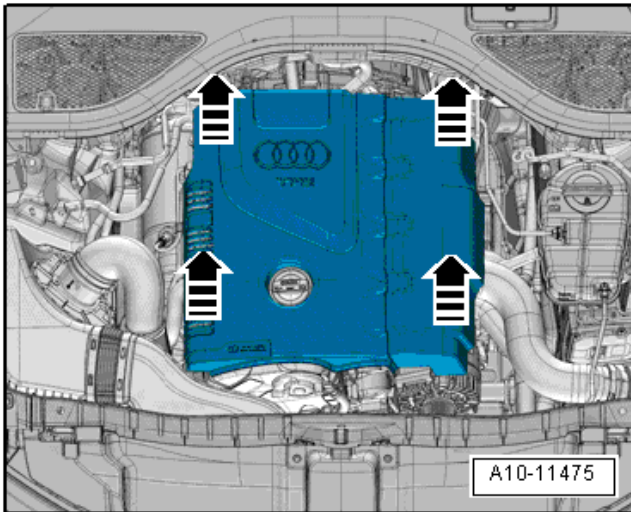


- Carefully remove the rubber grommets <3> and spacer sleeves <2> from the old bracket <4>.
- Transfer the rubber grommets and spacer sleeves to the new bracket.
- Install new After-Run Coolant pump -V51- <5> onto the new bracket <4> and torque bolts <1> to 2.5 Nm.

Part Number	Part Description
06D121601	Coolant pump
06H121079N	Coolant pump bracket



- Install coolant hoses onto the After-Run Coolant Pump -V51-.
- Install clamps <3> and remove hose clamps -3094-.
- Install and torque bolt <2> to 9 Nm.
- Install bolt <4> and torque to 9 Nm. Ensure the ground cable is secured between the bolt and the bracket.
- Connect connector <5>.
- Top off coolant.



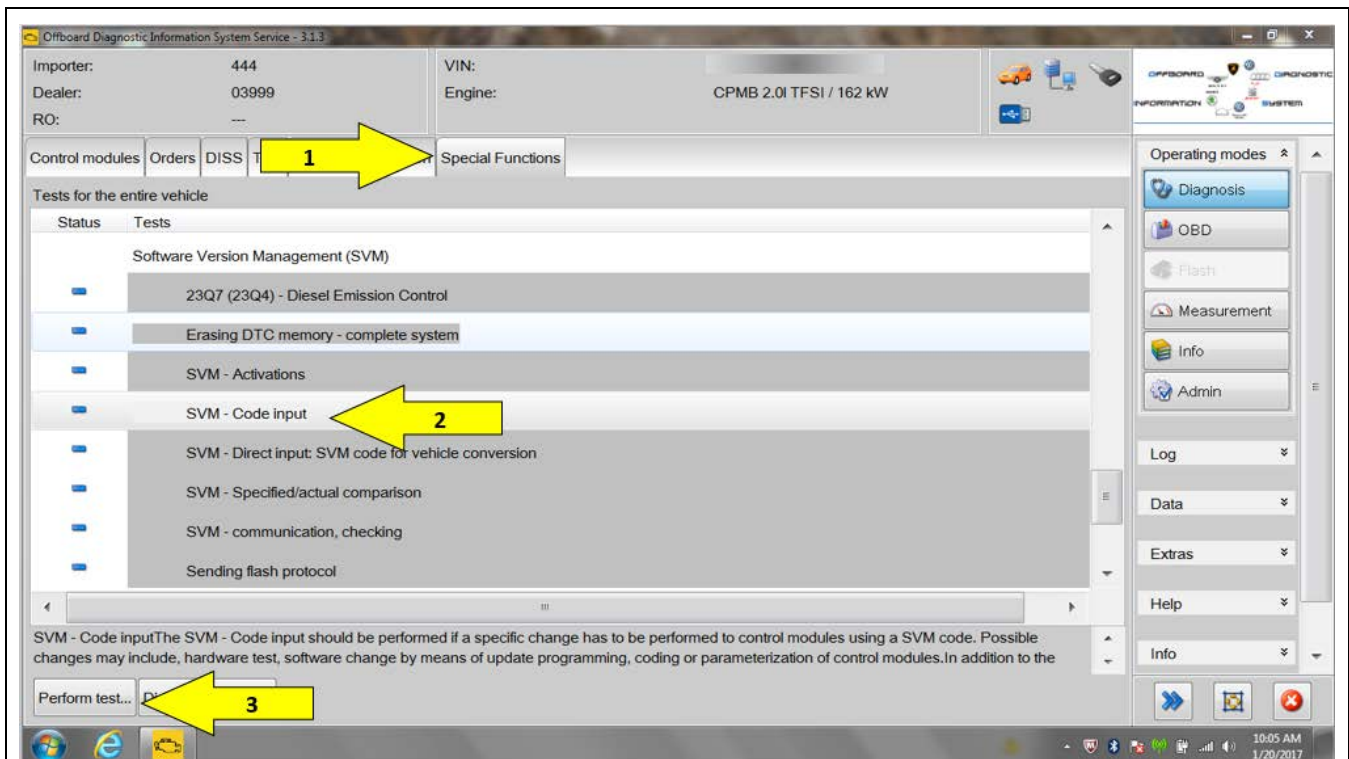
- Press on the engine cover with both hands first on the ball pins in the rear, and then with both hands on the ball pins in the front.

NOTE

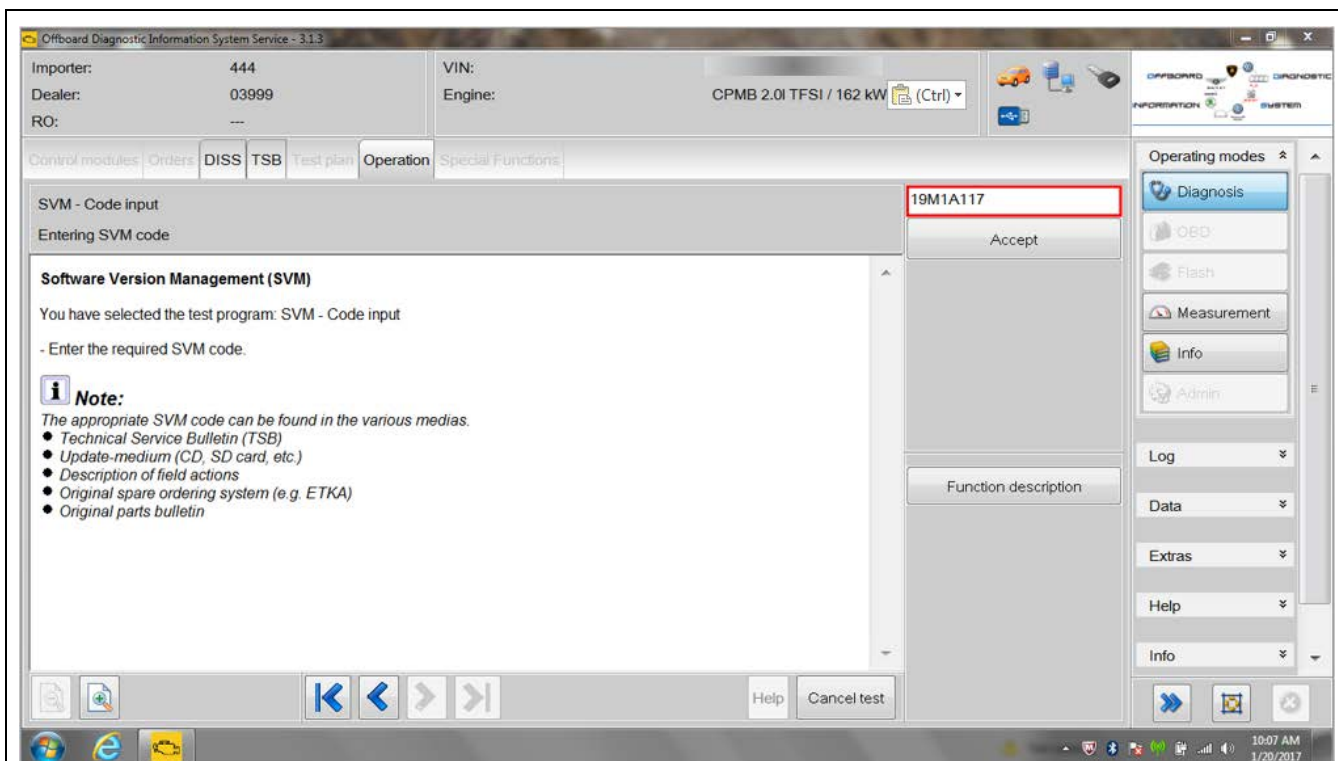
- In order to prevent damage to the cover, do not hit the engine cover with your fist or tool.
- Be sure not to place the engine cover on the oil filler tube.

Proceed to Section D.

Section D – Update ECM Software.



- Select the “Special Functions” tab <1>.
- Scroll down and highlight “code input” <2>.
- Select “Perform Test” <3>.



- Enter SVM Code **19M1A117**, press “Accept” and follow the on-screen prompts.
- After the test plan completes, send the Diagnostic Protocol online to GFF Paperless.

Proceed to Section E

Section E – Campaign Stamp

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

SAGA Code: _____
Technician: _____
Date: _____

Item#: AUD4927ENG

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal (item# AUD4927ENG or AUD4927FRE).

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

Proceed to Section F

Section F - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP).

ALL WORK IS COMPLETE