



Audi

AUDI DEALER COMMUNICATION

Status Update – Safety Recall 19N4 – After-Run Coolant Pump

This notice is for:

- ✓ Dealer Principal
- ✓ General Manager
- ✓ Sales Managers

- ✓ Service Manager
- ✓ Parts Manager
- ✓ Service Advisor

- ✓ Warranty Administrator
- ✓ Technicians

Date: June 8, 2018

Status Update:

This update is to advise your dealership that the owner notification has been sent via first class mail to all customers. A sample customer letter is attached to this communication for your reference. Please use the details below to help address any owner concerns until the repair is available.

Issue:

In certain vehicles equipped with a 2.0L TFSI 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.

Mandatory Stop Sale Information:

- As of May 16, 2018 – recall code(s) showing REPAIR NOT YET AVAILABLE in all systems.
- Check daily campaign open inventory report or OMD for affected vehicles in inventory.
- Quarantine all recalled vehicles in new/used inventory to ensure they are not made available for sale, lease, demonstration or internal dealership use until the recall repair can be completed.
- Recall repair availability: estimated November 2018.

Addressing Owner Concerns Until the Recall Repair is Available:

- ✓ **Prioritize owner appointment requests for Safety Recall 19M1**
- ✓ **Advise owners to have Safety Recall 19M1 performed immediately if it is open on the vehicle.**
The software installed for **FREE** under Safety Recall 19M1 will turn off the electric coolant pump if the pump becomes blocked with debris, and will alert the owner if this happens by turning on the Electronic Power Control lamp (EPC). This can help reduce the risk of the pump overheating and possibly causing a fire.
- ✓ **Advise owners to contact an Audi dealer without delay if the EPC light comes on.**
After Safety Recall 19M1 is completed, an illuminated EPC light can mean that the coolant pump in the vehicle is blocked.
- ✓ **Until Safety Recall 19N4 has been completed, owners should be careful when parking the vehicle.**
In the unlikely event the electric coolant pump causes a fire, parking the vehicle outdoors, away from buildings or other things that can burn (like dry grass or trees) can help prevent a fire from spreading.

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Audi Public Relations.

- ✓ **Are loaner vehicles being offered to customers until the repair is available?**
We do not anticipate that this will be a necessary step to take as they may continue to drive their vehicle normally until a repair is available. At this time, we are not offering loaner vehicles in relation to this recall.

If they experience an EPC light in their vehicle, please instruct them to contact the nearest dealership without delay as this is indicative of a concern related to this recall. The nearest dealership will be able to determine what transportation options are available for their vehicle and for themselves.
- ✓ **Is towing of vehicles being offered to customers for this recall?**
We do not anticipate that this will be a necessary step to take as they may continue to drive their vehicle normally until a repair is available. At this time, we are not offering a free tow because of this recall.

If they experience an EPC light in their vehicle, please instruct them to contact the nearest dealership without delay as this is indicative of a concern related to this recall. If they feel their vehicles requires towing they may contact Audi Roadside Assistance at 1-800-411-9988.
- ✓ **Are customer vehicles safe to drive until the repair is available?**
The vehicle is impacted by a safety recall, which indicates that there is a repair needed that will eliminate potential safety risks. We are working diligently to provide this repair as soon as possible so that they can return to enjoying their vehicle free of this concern. Customers may continue to drive the vehicle normally until that time.

If they experience an EPC light in the vehicle, please instruct them to contact the nearest dealership without delay as this is indicative of a concern related to this recall.

Notes: 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

IMPORTANT REMINDER: 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.

-END OF MESSAGE-

IMPORTANT SAFETY RECALL

Audi of America, Inc.



<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

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.

As an interim measure, please contact your Audi dealer immediately to have Safety Recall 19M1 performed.

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
+1 800 253 2834
www.audiusa.com

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:

- ✓ **Have Safety Recall 19M1 performed on your vehicle immediately.**
The software installed for **FREE** under Safety Recall 19M1 will turn off the electric coolant pump if the pump becomes blocked with debris, and will alert you if this happens by turning on the Electronic Power Control lamp (EPC). This can help reduce the risk of the pump overheating and possibly causing a fire. Please schedule this important, **FREE** recall with your authorized Audi dealer without delay.
- ✓ **Contact your Audi dealer without delay if the EPC light comes on.**
After Safety Recall 19M1 is completed, 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.

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.

IMPORTANT SAFETY RECALL



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

IMPORTANT SAFETY RECALL

Audi of America, Inc.



<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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