



Audi

AUDI DEALER COMMUNICATION

Mandatory Stop-Sale – Safety Recall 19N4 – After-Run Coolant Pump

This notice is for:	<ul style="list-style-type: none"> ✓ Dealer Principal ✓ General Manager ✓ Sales Managers 	<ul style="list-style-type: none"> ✓ Service Manager ✓ Parts Manager ✓ Service Advisor 	<ul style="list-style-type: none"> ✓ Warranty Administrator ✓ Technicians
Date:	May 18, 2018		
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:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> ✓ <u>Prioritize owner appointment requests for Safety Recall 19M1</u> ✓ <u>Advise owners to have Safety Recall 19M1 performed immediately if it is open on the vehicle.</u> 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. ✓ <u>Advise owners to contact an Audi dealer without delay if the EPC light comes on.</u> After Safety Recall 19M1 is completed, an illuminated EPC light can mean that the coolant pump in your vehicle is blocked. ✓ <u>Until Safety Recall 19N4 has been completed, owners should be careful when parking the vehicle.</u> In the unlikely event the electric coolant pump causes a fire, parking your vehicle outdoors, away from buildings or other things that can burn (like dry grass or trees) can help prevent a fire from spreading. 		
Notes:	Affected Vehicles: <ul style="list-style-type: none"> • 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 		

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.

**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-