



Audi

AUDI DEALER COMMUNICATION

Repair Available – Safety Recalls 1902/19N4 / After Run Coolant Pump

This notice is for:

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

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

- ✓ Warranty Administrator
- ✓ Technicians

Date: December 12, 2018

Issue: In certain vehicles 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 vehicle fire.

IMPORTANT!

DO NOT
PERFORM
BOTH

Safety Recall 1902
and
Safety Recall 19N4

All vehicles in Safety Recall 1902 are also in Safety Recall 19N4.

Only one recall should be completed on each vehicle.

- Perform Safety Recall 1902 only if a replacement after-run coolant pump is available.
- Perform Safety Recall 19N4 only if a replacement after-run coolant pump is **NOT** available.

Enter your recall claim as soon as possible. A SAGA claim for one of these recalls will automatically close the other. This automatic closure is normally completed within one week but may take up to two weeks.

Corrective Action

Safety Recall 1902

Install a new electric (after run) coolant pump and, if necessary, update ECM software.

-OR-

Safety Recall 19N4

Disconnect power to the electric (after run) coolant pump. After Safety Recall 19N4 is completed, Audi will extend warranty coverage for the turbocharger in the vehicles that have the electric (after run) coolant pump disconnected under this recall.

Repair:

- REPAIR AVAILABLE – December 13, 2018
- Repair instructions available in ELSA/ServiceNet
- Check daily campaign open inventory report or OMD for affected vehicles in inventory
- Repair every affected inventory vehicle **before delivery to consumers.**

Precautions

Until this recall repair has been completed, Audi recommends parking the vehicle outdoors as a precaution.

Parts Information

The Parts on Command Upper Order Limits “Allocation Quantity per week” field is being leveraged to identify your maximum potential weekly allocation quantity. Please utilize the quantity in this field to schedule customers accordingly.

Warranty claims will be monitored to ensure each dealership is utilizing their weekly allocation of parts. If claims are not entered in a timely manner, your weekly allocations may be lowered.

Safety Recall 1902

Parts Allocations will occur once a week with planned delivery on Thursdays.

Safety Recall 19N4

Part availability is expected to remain very limited. It is very critical that you carefully manage the parts that are allocated every week. Parts allocations are expected to occur twice a week

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.

as parts arrive to the PDCs; this may change based upon supplier shipments. Because allocations will occur twice a week, requests for additional parts will not be accepted.

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

- Schedule owner repairs immediately
- Owner mailing – January 2019

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-