



Audi

AUDI DEALER COMMUNICATION

Repair Available – Safety Recall 19N4 / After Run Coolant Pump

This notice is for:

- | | | |
|--------------------|-------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager | ✓ Warranty Administrator |
| ✓ General Manager | ✓ Parts Manager | ✓ Technicians |
| ✓ Sales Managers | ✓ Service Advisor | |

Date: September 13, 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.

Repair:

- REPAIR AVAILABLE – September 14, 2018
- Repair instructions available in ELSA/ServiceNet
- To remove the fire risk due to this defect, disconnect power to the electric (after run) coolant pump.
- At a later date, Audi will conduct a service action to install a new electric (after run) coolant pump FREE of charge. New pumps should be available by late December 2018.
- 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 Department:

Part availability is expected to remain very limited. It is very critical that each dealership manages the parts that are allocated every week.

- Parts allocations are expected to occur twice a week as parts arrive to the parts distribution centers (PDCs); this may change based upon the shipments of parts received from the supplier. Because of the twice a week allocations requests for additional parts will not be accepted.
- The Parts on Command Upper Order Limits “Allocation Quantity per week” field is being leveraged to identify your dealership’s maximum potential weekly allocation quantity (see screen shot below as an example). The actual quantity allocated each week may vary due to the supply of parts arriving to the PDCs. Please utilize the quantity in this field to schedule customers accordingly.

Part Information 06D198619| REPAIR KIT

Division	Drop Ship
Audi	No
Dealer Price	Suggested Retail Price
\$2.14	\$3.57
Upper Order Limits	Blocks
Yes	Permanent Referral Block
Allocation Quantity per week	
5	
Returnable	Package UOM
Yes	1

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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.

- 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 dealership's weekly allocations may be lowered.

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 – September 2018
- Audi will extend warranty coverage for the turbocharger in the vehicles that have the electric (after run) coolant pump disconnected under this recall. Additional information on the warranty extension will be provided at a later date.
- Safety recall 19M1 will be closed for repairs when Safety Recall 19N4 repairs begin. Dealers will have until October 15, 2018 to enter claims under Safety Recall 19M1. Any 19M1 claims after October 15, 2018 will not be eligible for payment.

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-