

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

**Subject: Safety Recalls 19O2/19N4 – Electric (After-run) Coolant Pump
Certain 2012-2017 Model Year Audi Vehicles with a 2.0L TFSI Gasoline 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 gasoline engine. Our records show that you are the owner of a vehicle affected by this action.

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

Why you are receiving this recall notice

The electric (after-run) coolant pump in your vehicle is being recalled due to the safety defect described in this letter.

- Owners of affected vehicles were notified in September 2018 and advised about the interim repair available (Safety Recall 19N4) to disconnect the power to the electric (after-run) coolant pump to remove the safety defect. Our records show that recall work was **not** performed on your vehicle.
- Audi has a limited supply of replacement electric (after-run) coolant pumps available now and the repair to replace the pump is available (Safety Recall 19O2).
- Because the pump supply is limited, Audi is keeping both safety recall codes (19N4 and 19O2) open on your vehicle so that your authorized Audi dealer can remove the safety defect from your vehicle by either disconnecting the pump (Safety Recall 19N4) or replacing it (Safety Recall 19O2).

What is the issue?

In certain vehicles with a 2.0L TFSI gasoline engine, the electric (after-run) coolant pump may short circuit and/or overheat, potentially leading to a vehicle fire.

What we will do

As mentioned above, Audi is keeping two safety recalls open on your vehicle to address this safety defect. Your vehicle will receive one of these recall repairs, depending on the parts your authorized Audi dealer has on hand.

- **Safety Recall 19O2:** If your Audi dealer has a new electric (after-run) coolant pump available for your vehicle, the new pump will be installed for **FREE** under Safety Recall 19O2. This work will take about one (1) hour to complete. The new pump will remove the safety defect from your vehicle and will also close out the associated Safety Recall 19N4.

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- **Safety Recall 19N4:** If your Audi dealer does not have a new electric (after-run) coolant pump available for your vehicle, your dealer will disconnect power to the electric (after-run) coolant pump for **FREE** under Safety Recall 19N4. This work will take less than one (1) hour to complete. This will remove the safety defect from your vehicle and will also close out the associated Safety Recall 19O2.
 - Under a future service campaign, Audi will replace the disconnected pump with a new one for **FREE**. Audi will send you another letter when the service campaign is available and at that time you will be able to schedule installation of the new pump with your Audi dealer.
 - You will receive extended warranty coverage for the turbocharger in your vehicle after the pump is disconnected under Safety Recall 19N4. Audi will mail you a separate letter with details about the turbocharger extended warranty coverage.

For your convenience, you can visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this work.

Precautions you should take

Until the recall work is done, you should park outdoors as a precaution in case of a vehicle fire due to the safety defect.

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