

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 Recall 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
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www.audiusa.com

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.

Two (2) repair visits will be needed to fix your vehicle Because new coolant pumps are not available yet, Audi will perform two vehicle repairs to address the issue, as follows:

Repair #1: Safety Recall 19N4 - Disconnect Electric Coolant Pump

- Your Audi dealer will disconnect power to the electric (after run) coolant pump for **FREE** to remove the safety defect and fire risk.
- The repair is available **NOW** and will take less than one (1) hour. Please contact your authorized Audi dealer now to schedule this recall work.
- 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.
- Until the recall work is done, you should park outdoors as a precaution in case of a vehicle fire due to the safety defect.

Repair #2: Future Service Campaign to Install New Electric Coolant Pump

- Under a Service Campaign, Audi will replace the disconnected coolant pump with a new one for **FREE**.
- New coolant pumps are expected in late December 2018.
- We will send you a letter when the new pumps are available. At that time, you will be able to schedule the new pump installation with your Audi dealer.



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