

Safety Recall

Code: 19N4



Subject	After Run Coolant Pump
Release Date	September 14, 2018
Affected Vehicles	<p>U.S.A.: Certain 2012-2017 MY Audi vehicles with a 2.0L TFSI gasoline engine</p> <p>CANADA: Certain 2013-2017 MY Audi vehicles with a 2.0L TFSI gasoline engine</p> <p><i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source.</i></p> <ul style="list-style-type: none"> ✓ Campaign status must show “open.” ✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.
Problem Description	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.
Corrective Action	<p>To remove the fire risk due to this defect, disconnect power to the electric (after run) coolant pump.</p> <p>At a later date, Audi will conduct a service action to install a new electric (after run) coolant pump. New pumps should be available by the end of December 2018.</p>
Precautions	Audi recommends parking the vehicle outdoors as a precaution until this repair is completed.
Parts Information	<p>Part availability is expected to remain very limited. It is very critical that each dealership manages the parts that are allocated every week.</p> <ul style="list-style-type: none"> • 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. <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> </div> <ul style="list-style-type: none"> • 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.

Code Visibility

On or about September 14, 2018, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.accessaudi.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles.

On or about September 14, 2018, this campaign code will show open on affected vehicles in Elsa.

On or about September 14, 2018, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.audiusa.com and on the NHTSA VIN lookup tool at www.safercar.gov.

Owner Notification

Owner notification will take place in September 2018. Owner letter examples are included in this bulletin for your reference.

Additional Information

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.

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

IMPORTANT REMINDER ON 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.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

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.

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

**Subject: Safety Recall 19N4 – Electric (After Run) Coolant Pump
Certain 2013-2017 Model Year Audi Vehicles with a 2.0L TFSI Gasoline Engine**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2013-2017 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.

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.

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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 Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

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

NOTE

- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

Repair Overview



Criteria 01 Vehicles:

- Disconnect connector to the after run coolant pump -V51- and install a sealing plug for the wiring harness connector.
- Update ECM programming.

Criteria 02 Vehicles:

- Disconnect connector to the after run coolant pump -V51- and install a sealing plug for the wiring harness connector.

Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
ALL	1	06D.198.619	Harness Plug

Required Tools (Vehicles With Criteria 01 Only)

 <p>Battery Tester/Charger - GRX3000VAS- (or equivalent)</p>	 <p>Diagnostic Tester - VAS6150X- (or equivalent)</p>
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Repair Instruction

Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

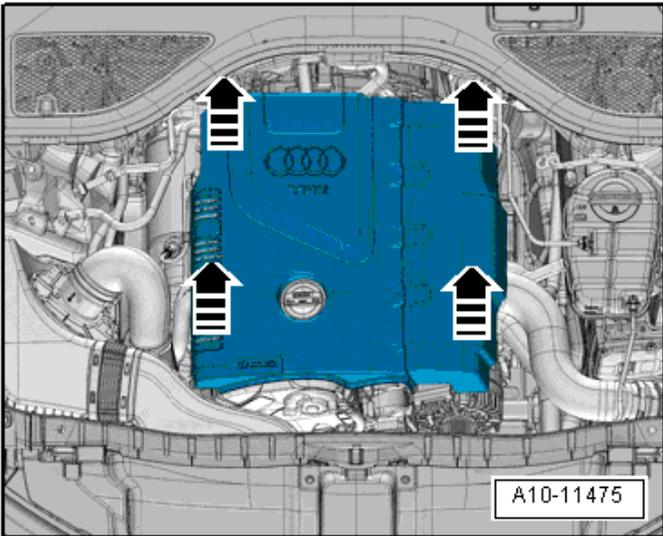
TIP

On the date of repair, print this screen and keep a copy with the repair order.

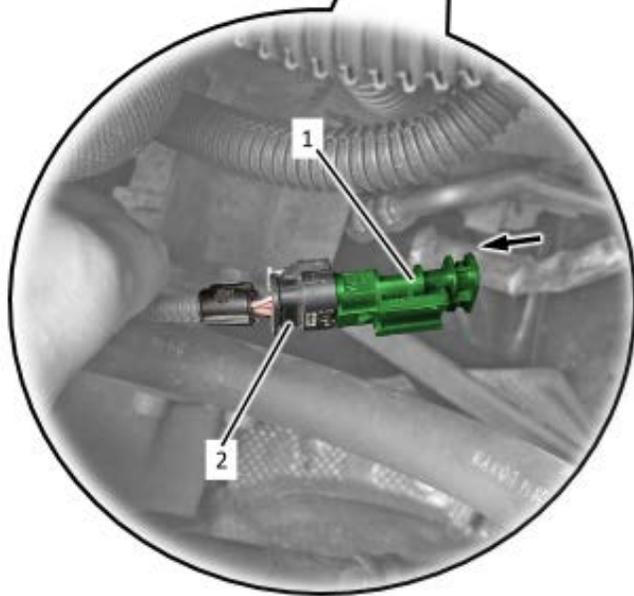
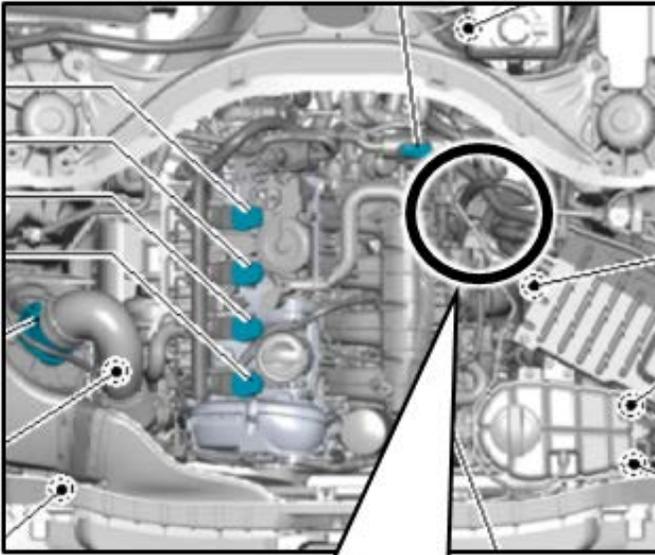
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

Proceed to Section B

Section B – Install Harness Plug



- Carefully pull the engine cover off the ball pins one after the other in direction of <arrows>. Do not pull sharply on the engine cover or pull it to one side.

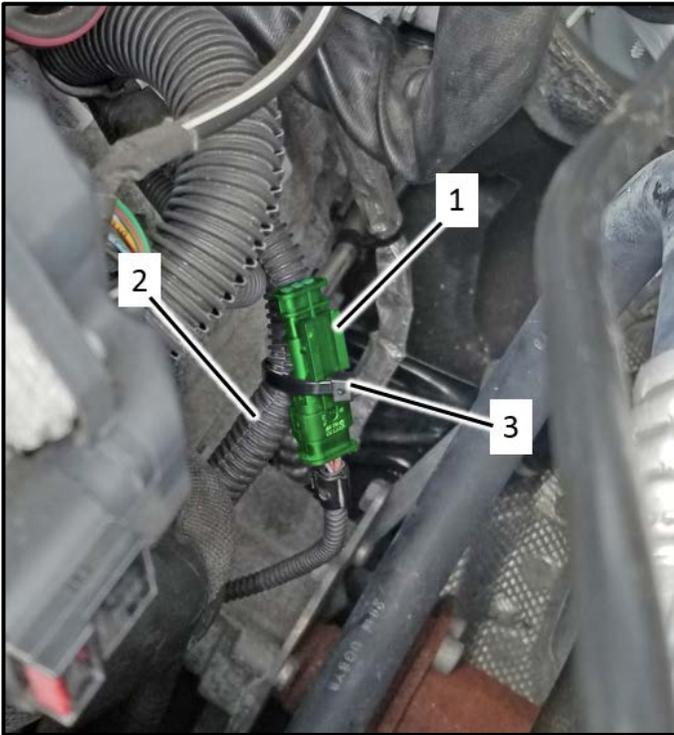


- Disconnect the connector <2> for the after run coolant pump -V51-.
- Install connector plug <1> into connector <2> in direction of <arrow> and lock the locking tab on connector <2>.

Part Number	Part Description
06D.198.619	Connector Plug

NOTE

The connector plug and the wiring harness connector are “keyed”. The plug has two locking tabs on it, but can only be installed one way. If the connector plug cannot be installed, flip it over.



- Secure the harness plug <1> to the wiring loom <2> with the tie wrap <3>.
 - The plug should be secured in a way that does not put stress on the connector wiring harness or the wiring loom.

NOTE

- The tie wrap is included with the connector plug.
- The orientation of the wiring loom <2> may vary based on model.

Vehicles with Criteria 01, Proceed to Section C.

Vehicles with Criteria 02, Proceed to Section D.

NOTE

- Vehicles with Criteria 02 have not had the 19M1 performed as of the launch of this recall.
- After disconnecting the Auxiliary coolant pump -V51-, fault *P261A: Coolant Pump "B" Control Circuit/Open* will store in the ECM. The flash performed in Section D prevents the EPC light from illuminating due to any fault for the Auxiliary coolant pump -V51-.
- If the vehicle has Criteria 02, and the EPC light is on due to fault *P261A: Coolant Pump "B" Control Circuit/Open*, proceed to Section D to perform the software flash.
- In these cases, the GFF diagnostic log **MUST** be provided or uploaded to GFF paperless for claim validation and payment.

Section C – ECM Software Update (Vehicles with Criteria 01 Only)

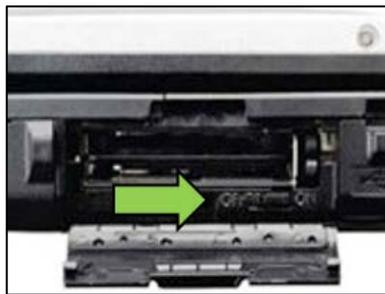
NOTE

Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;

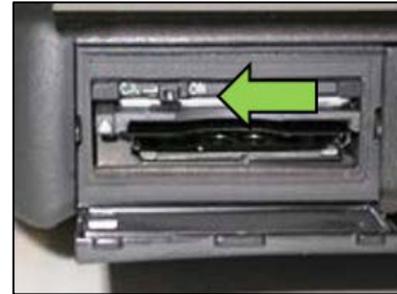
- ✓ **The ODIS software is completely up to date.**
 - Refer to the “Alerts” section on ServiceNet home page for the current ODIS version.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
 - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
 - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
 - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **Flash process through “Audi Flashing” not Guided Fault Finding (GFF).**
 - DO NOT USE Guided Fault Finding (GFF) to perform this flash. Damage caused to control modules while using GFF will not be covered.
- ✓ **If using a Bluetooth transmitter head, it is connected to the tester with a USB cable.**
 - Performing a software update using a Bluetooth connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth.
- ✓ **The Bluetooth function of the scan tool is physically switched off <see pictures below>.**



VAS 6150 & VAS 6150A
(Front panel behind handle)



VAS 6150B
(Right side behind WIRELESS door)



VAS 6150C
(Left side behind SC/EX door)

WARNING

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

TIP

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2014603: *Software Version Management (SVM) Operating Instructions*.

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

- Open the hood.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery or underhood charging posts.

NOTE

When connecting the charger directly to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. **DO NOT** connect the ground cable directly to negative terminal of the battery.

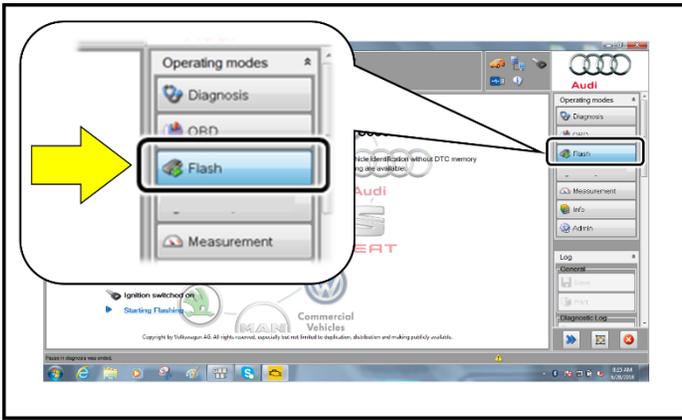
- Switch on the hazard warning lights.

CAUTION

The procedure may cancel itself if the hazard warning lights are not switched on. The hazard warning lights prevent the system from switching to bus sleep mode during the update.

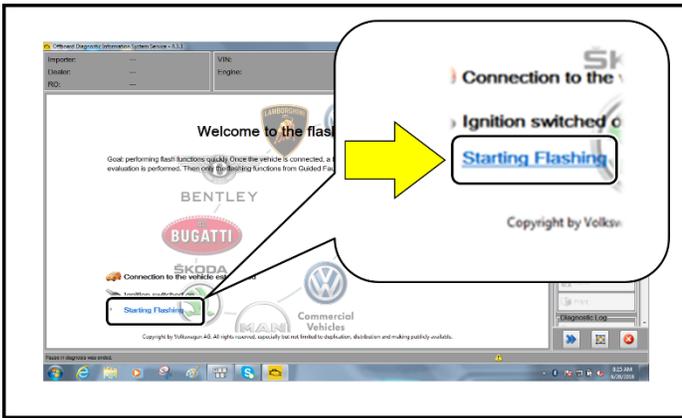
- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.
- Confirm that scan tool is communicating with the diagnostic head by USB cable.
 - If the Bluetooth or WiFi symbol is shown, then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.



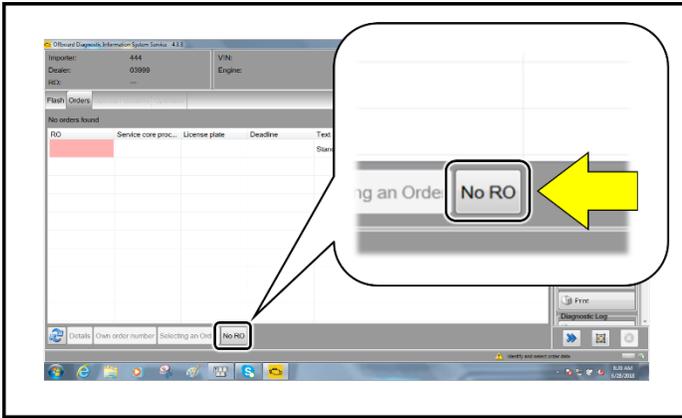


- From the home screen of the scan tool highlight **“Flash”**.

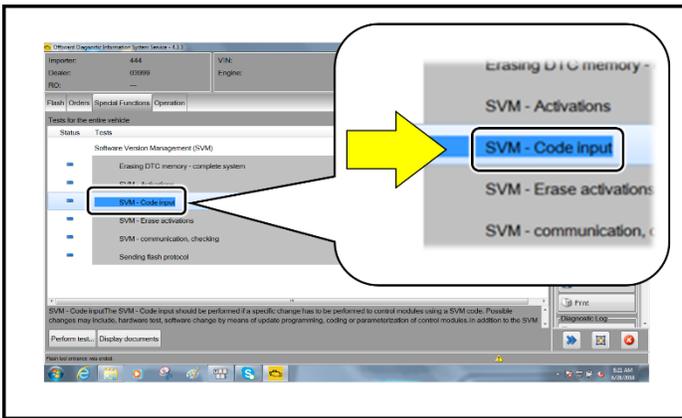
NOTE
 Operating mode “Flash” must be used. Performing this software update using “Diagnosis” (Guided Fault Finding) could result in non-payment of the claim.



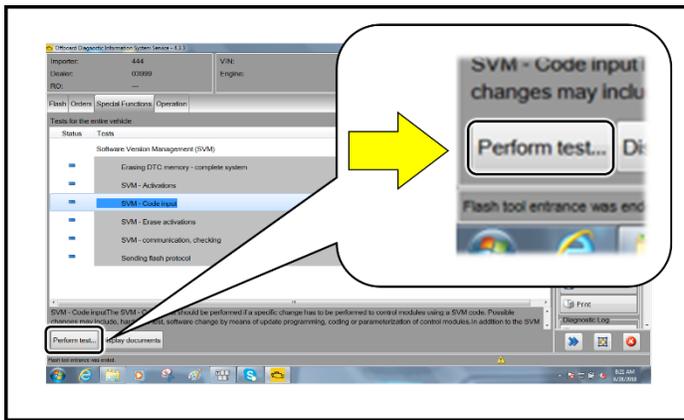
- Select **“Starting Flashing”** and follow the on-screen prompts.



- Select **“No RO”**.



- Highlight **“SVM – Code Input”**.



- Select "Perform test".

NOTE

Using Bluetooth for this action is PROHIBITED!

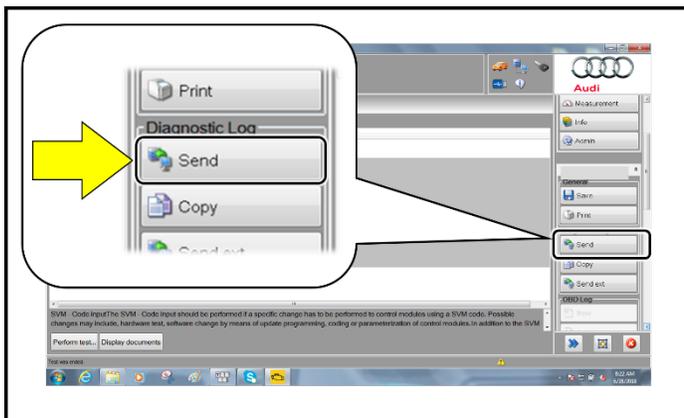
Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM flash process is not covered.



- Enter the corrective action code (SVM code) as listed below.

SVM code
19N4A504

- Select "Accept".
- Follow the on-screen prompts.



- After receiving confirmation that the flash completed successfully, select "Send" to send the diagnostic protocol online.
- Follow the on-screen prompts.



- Click "Flash" to exit the flash session.
- **Proceed to Section D.**

! NOTE

- After disconnecting Auxiliary coolant pump -V51-, fault *P261A: Coolant Pump "B" Control Circuit/Open* will store in the ECM.
- The flash prevents the EPC light from illuminating due to any fault for the Auxiliary coolant pump -V51-.

Section D – Campaign Completion Stamp

I certify that this campaign
has been performed in strict
accordance with the applicable
Audi repair procedure.

SAGA Code: _____
Technician: _____
Date: _____

Item#: AUD4927ENG

-OR-

Je certifie que cette
campagne de rappel a été
exécutée suivant les strictes
directives de réparation
d'Audi

Code de SAGA: _____
Technicien: _____
Date: _____

Item # AUD4927FRE

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.

ALL WORK IS COMPLETE