

**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

**IMPORTANT!**

Information about Safety Recall 19N4 – After Run Coolant Pump

**THIS RECALL REPAIR IS NOT YET AVAILABLE.** We will send another letter as soon as the recall work can be completed on your vehicle.

**As an interim measure, please contact your Audi dealer immediately to have Safety Recall 19M1 performed.**

Audi of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326  
+1 800 253 2834  
[www.audiusa.com](http://www.audiusa.com)

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 equipped with a 2.0L TFSI gasoline engine. Our records show that you are the owner of a vehicle affected by this action. At this time, the recall repair is not yet available; however we anticipate being able to begin recall repairs in late 2018.

**Recall Description:** In certain vehicles equipped with a 2.0L TFSI gasoline 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 fire resulting in vehicle or other property damage.

**What You Need to Do:**

- ✓ **Have Safety Recall 19M1 performed on your vehicle immediately.**  
The software installed for **FREE** under Safety Recall 19M1 will turn off the electric coolant pump if the pump becomes blocked with debris, and will alert you if this happens by turning on the Electronic Power Control lamp (EPC). This can help reduce the risk of the pump overheating and possibly causing a fire. Please schedule this important, **FREE** recall with your authorized Audi dealer without delay.
- ✓ **Contact your Audi dealer without delay if the EPC light comes on.**  
After Safety Recall 19M1 is completed, an illuminated EPC light can mean that the coolant pump in your vehicle is blocked. For **FREE**, your dealer will diagnose the reason for the EPC light and also replace the coolant pump for **FREE** if necessary.
- ✓ **Until Safety Recall 19N4 has been completed on your vehicle, Audi recommends parking your vehicle outdoors as a precaution.**
- ✓ **Contact your dealer or Audi if you have any concerns about your vehicle.**  
Your authorized Audi dealer knows your vehicle best, and has the tools and information necessary to address your vehicle concerns. If you should have any questions about this communication, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at [www.audiusa.com](http://www.audiusa.com).

*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.*

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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](http://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