

Audi of America, Inc.

<VIN>
<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>

Audi of America, Inc.
3800 Hamlin Rd.
Auburn Hills, MI 48326
www.audiusa.com

<MONTH YEAR>

Subject: Service Action Campaign 19H1/F1 – Coolant Pump, and Powertrain Warranty Extension

Dear Audi Owner:

Audi has determined that the coolant pump in your vehicle may leak under certain conditions. This affects a limited number of 2009-2011 model year Audi vehicles equipped with 3.0L TFSI, 3.0L TDI and 3.2L FSI engines. Our records show that your vehicle was built within the production date range of vehicles that may experience this issue.

In addition, as part of our ongoing commitment to customer satisfaction, we are pleased to inform you of our decision to extend the warranty that covers the powertrain, specifically the engine, transmission, differential and axles, in your vehicle to 5 years or 100,000 miles, whichever occurs first, from the vehicle's original in-service date. This warranty extension is valid only for the current owner of the vehicle and is non-transferable.

Service Action 19H1/F1 – Coolant Pump

In some vehicles, it is possible that a seal inside the coolant pump has the potential to wear out prematurely, causing the seal to leak coolant. As this wear occurs, coolant will leak out of the system causing the Coolant System Malfunction light to illuminate in the instrument panel to alert you. This item affects a limited number of 2009-2011 model year Audi vehicles equipped with 3.0L TFSI, 3.0L TDI and 3.2L FSI engines. Our records show that your vehicle was built within the production date range of vehicles that may experience this issue.

In order to address this issue, your authorized Audi dealer will replace the coolant pump in your vehicle at no cost to you.

At your convenience, please contact your dealer and arrange for an appointment to have the coolant pump replaced in your vehicle. This service will take about three hours and will be free of charge. Your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule. Your dealer can also address any other concerns you may have with your vehicle at this service visit.

Powertrain Warranty Extension

As part of our ongoing commitment to customer satisfaction, and to help address any future concerns you may have with your vehicle, we are pleased to inform you of our decision to extend the warranty that covers the powertrain in your vehicle to 5 years or 100,000 miles, whichever occurs first, from the vehicle's original in-service date.



The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

This warranty extension is valid only for the current owner of the vehicle and is non-transferable. Please keep this letter with your Warranty booklet for future reference.

What does this warranty extension cover? Should you have an issue with the powertrain in your vehicle, your authorized Audi dealer will diagnose and repair it at no cost to you, as long as your vehicle is within the time and mileage limit of this warranty extension. This powertrain extension is specific to the engine, transmission, differential and axles.

What is not covered under this warranty extension? This warranty extension will not cover any damage or malfunctions caused by outside influence, such as damage due to an accident, vehicle misuse or neglect, or storm damage. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications are not covered by this warranty extension. This warranty extension is not transferable to subsequent owners.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have you changed your address or sold the vehicle?

If you have, 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 diagnosis and replacement of the coolant pump the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Service help from us

If you have any questions regarding this action, please contact Audi Customer Relations by phone or mail at:

*Audi of America, Inc.
Attn: Customer Relations – Hills East (19H1/F1)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-253-2834*

We also invite you to visit our website at www.audiusa.com where you can check to see if this or any other action may be open on your vehicle.

We appreciate the opportunity to update your vehicle so that it will continue to meet your high expectations. Thank you for your continued loyalty!

Sincerely,

Audi Product Quality & Technical Service