

## IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. 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. If you have questions regarding this or any other campaign, please contact Warranty



Audi

# Service Action Campaign

Code: 19i4

**Subject: 2009 – 2011 Model Year Audi A6 Vehicles Equipped with  
3.0L TFSI Engine  
Radiator Mountings**

February 19, 2013

### Problem Description

Some Audi A6 customers have reported small coolant leaks from the air charge cooler on their vehicles. We have identified the radiator mountings installed in production as the cause of these small leaks.

### Corrective Action

Install improved radiator mountings.

### VIN Ranges & Production Dates

#### **NOTE:**

- *ElsaWeb is the only valid campaign inquiry/verification source. Check ElsaWeb on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".*
- *If this repair appears to have already been performed on the vehicle but the code still shows open in ElsaWeb, contact Warranty before proceeding further. Another dealer may have recently performed this repair but not yet entered a claim for it in the system.*
- *ElsaWeb may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this campaign.*
- *Contact Warranty if you have any questions.*

#### **U.S.A.**

##### **2009 Audi A6**

WAU\_\_\_4F\_9N006447 - WAU\_\_\_4F\_9N062804  
Production date: October 10, 2008 – May 26, 2009

##### **2010-2011 Audi A6**

WAU\_\_\_FB\_AN000208 - WAU\_\_\_FB\_BN075953  
Production date: May 18, 2009 – May 06, 2011

#### **CANADA**

##### **2009 Audi A6**

WAU\_\_\_4F\_9N006442 - WAU\_\_\_4F\_9N062477  
Production date: October 08, 2008 – May 18, 2009

##### **2010-2011 Audi A6**

WAU\_\_\_FB\_AN000233 - WAU\_\_\_FB\_BN075455  
Production date: May 26, 2009 – April 26, 2011

**NOTE:** *The VIN range is a general range of vehicles that may be included in the Campaign. Not every vehicle within the VIN range may be included since it may depend on the production date, transmission or engine build date. Always verify ElsaWeb for campaign eligibility on a vehicle.*

### Allocation Report of Affected Vehicles

Electronic allocation lists will be posted under My Dealership Reports on AccessAudi on or about February 18, 2013. A list will not be posted for dealers who have no affected vehicles.

### Parts Information and Allocation

Parts allocation will take place prior to customer notification.

The Targeted Allocation program will be used in support of this campaign. U.S. dealers who have not yet completed the targeted allocation web-based training module (course number 449424) on this new program should do so as soon as possible.

Please refer to the dealer letter and Campaign Data Sheet for information regarding the Completion Factor/Replacement Rate for your targeted allocation calculations.

If additional parts are required for critical cases, please contact the Parts Specialists at 800-767-6552.

### Owner Notification Mailing

On or about February 18, 2013, Audi will notify all known owners of affected vehicles by first class mail. A sample copy of the owner letter is enclosed.

### Service Action Expiration Date

This action expires on March 31, 2015. Vehicles inspected/repared under this action must have this service completed on or before March 31, 2015 to be eligible for payment. **Inspections/repairs performed after March 31, 2015 will not be eligible for payment.** Dealers should keep this expiration date in mind when scheduling customers for this action.

### Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb.** Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order

## Saga Claim Entry Procedure

Check ElsaWeb to determine whether the campaign is open.

**Service No.: 19i4**

**Damage Code: 0099**

### Parts Manufacturer

**Removed part:** Use vendor code **002**

Sold vehicle = 7 10

Unsold vehicle = 7 90

### Accounting Instructions

#### Criteria I.D. 4F

Check radiator mountings, updated parts present, no replacement necessary.

**Repair operation:** 0183 00 99 20 T.U.

**OR**

Repair mountings for water radiator for charge air cooling circuit.

**Repair operation:** 1970 41 99 120 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	4F0 198 763	Repair Kit

***There is NO reimbursement for Vehicle Wash or Loaner***

#### If customer refused repairs

Fax the Repair Order to the warranty team at (248) 754-6533 (U.S) and (905) 428-4811 (CAN). Provide the VIN, applicable Service Number, Customer information, Dealer number and date.

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**Vehicle Identification Number (VIN):** <VIN>

**Subject: Service Action 19i4/L4 – Radiator Mountings  
2009-2011 Model Year Audi A6 3.0L TFSI Vehicles**

Dear Audi Owner,

As a valued Audi customer, your satisfaction is our utmost priority. We are writing to you today about how we intend to address/prevent an issue that some customers have experienced regarding coolant leaks from the charge air cooler on their Audi A6 3.0L TFSI vehicles.

**What is the issue?** Some Audi A6 3.0L TFSI customers have reported small coolant leaks from the air charge cooler on their vehicles. We have identified the radiator mountings installed in production as the cause of these small leaks.

**What will we do?** Your authorized Audi dealer will install improved radiator mountings on your vehicle at no cost to you. On average, this repair will take about two hours to complete. **Please note that this repair will be available for you free of charge only until March 31, 2015.** After that, any remaining applicable warranty will apply.

**What should you do?** In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule your repair. This will allow your dealer time to plan ahead and ensure that the required parts are available for your vehicle on your scheduled appointment date.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, please 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.

**Can we assist you further?** If you have any questions regarding this repair, please contact us at:  
*Audi of America, Inc.*  
*Attn: Customer Relations (19i4/L4)*  
*3800 Hamlin Road, Auburn Hills, MI 48326*  
*1-800-253-2834*

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your Audi A6 continues to meet and exceed your expectations. Thank you for your continued loyalty!

Sincerely,

Audi Product Quality & Technical Service

## Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**Vehicle Identification Number (VIN):** <VIN>

**Subject: Service Action 19i4/L4 – Radiator Mountings  
2009-2011 Model Year Audi A6 3.0L TFSI Vehicles**

Dear Audi Owner,

As a valued Audi customer, your satisfaction is our utmost priority. We are writing to you today about how we intend to address/prevent an issue that some customers have experienced regarding coolant leaks from the charge air cooler on their Audi A6 3.0L TFSI vehicles.

**What is the issue?** Some Audi A6 3.0L TFSI customers have reported small coolant leaks from the air charge cooler on their vehicles. We have identified the radiator mountings installed in production as the cause of these small leaks.

**What will we do?** Your authorized Audi dealer will install improved radiator mountings on your vehicle at no cost to you. On average, this repair will take about two hours to complete. **Please note that this repair will be available for you free of charge only until March 31, 2015.** After that, any remaining applicable warranty will apply.

**What should you do?** In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule your repair. This will allow your dealer time to plan ahead and ensure that the required parts are available for your vehicle on your scheduled appointment date.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, please 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.

**Can we assist you further?** If you have any questions regarding this repair, please contact us at:  
Audi Canada  
Attn: Customer Relations (19i4/L4)  
P.O. Box 842, Stn. A, Windsor, ON N9A 6P2  
1-800-822-2834

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your Audi A6 continues to meet and exceed your expectations. Thank you for your continued loyalty!

Sincerely,

Audi Product Quality & Technical Service

If there are questions regarding the work procedure:

- U.S. dealers, contact Warranty
- Canadian dealers, open an ATA ticket using concern group “Compliance/Recall Assistance (C)”

### Required Parts:

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	4F0 198 763	Repair Kit

### Required Tools:



- Bumper stand (as shown or equivalent)



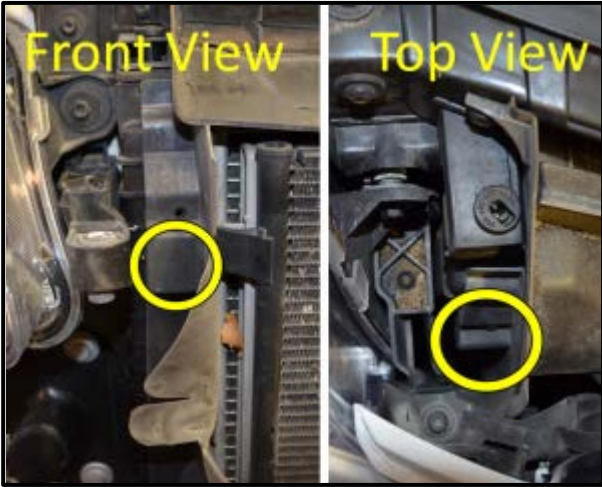
- VAG1783 Torque Wrench (or equivalent).

## Work Procedure:



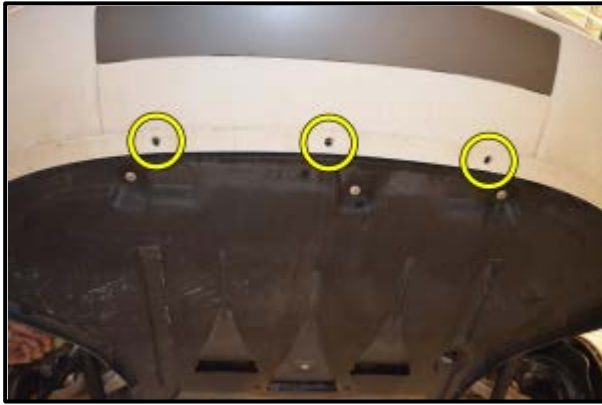
### SECTION A – Check for Previous Repair

- Open the hood.
- ⇐ Remove the upper radiator shroud <arrow>.



- ⇐ Inspect the passenger side radiator shroud in the area shown <circles>.
- If the shroud has been modified and a mounting stud is visible – **WORK COMPLETE.**
- If no modifications are visible and the shroud **matches the picture** (left), **continue to section B**

## SECTION B - Front Fascia Removal

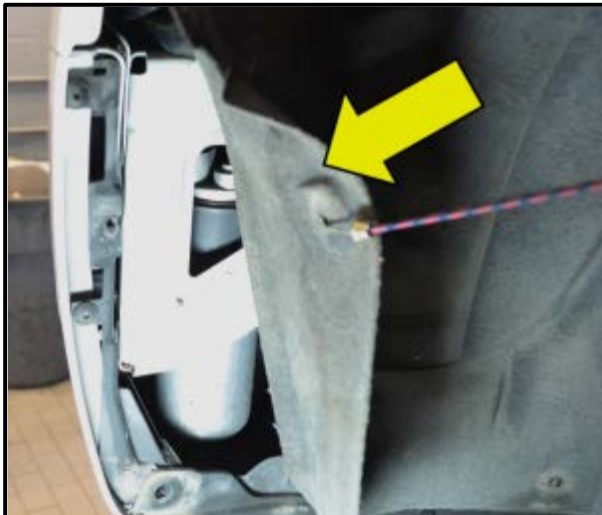


- Raise the vehicle on an appropriate hoist.
- ⇐ Remove the three lower fascia bolts <circles>.

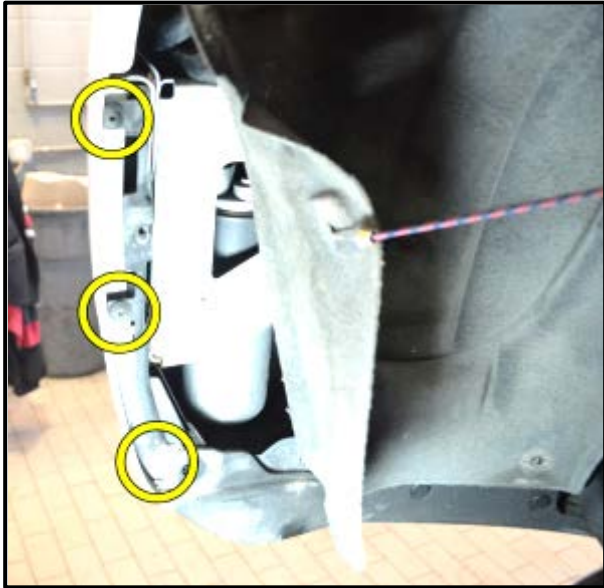


- Remove both front wheels.
- ⇐ Remove these four fasteners from the wheel housing liner <circles>.

**!** **Note:** Many of the steps involved in the removal/reinstallation of the front fascia show the work being performed on the left side of the vehicle. Each of these steps also need to be performed on the right side of the vehicle.



- ⇐ Pull the wheel housing liner back <arrow> and carefully fasten it out of the way.

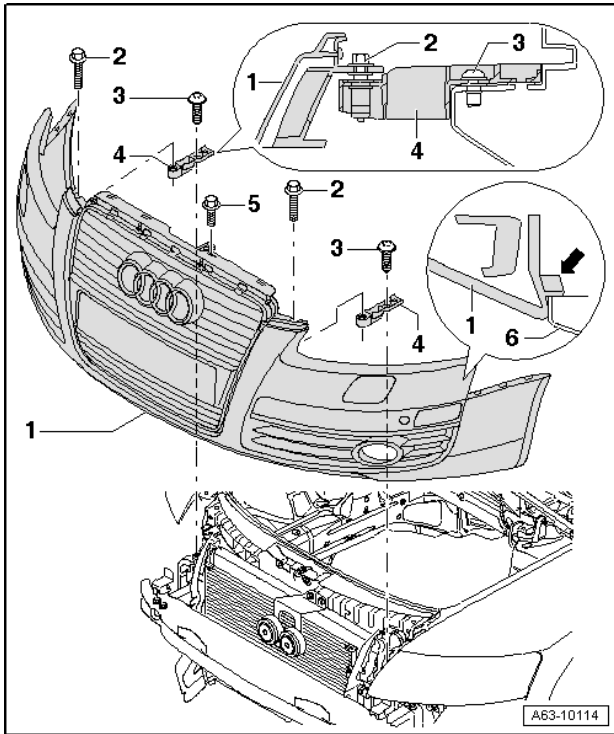


⇐ Remove the three fasteners from the fascia mounting bracket <circles>.



⇐ Remove the front bumper mounting nut <circle>.





⇐ Remove the three mounting bolts from the top of the fascia (positions 2 and 5).



**Tip:** Inside the left front fender, reposition the headlight washer hose <arrow> so it rests in front of the headlamp mounting bracket <circle>. This will provide adequate slack in the hose when removing the fascia from the vehicle and prevent damage to the washer fluid line and/or fittings.



- Position an appropriate stand in front of the vehicle.



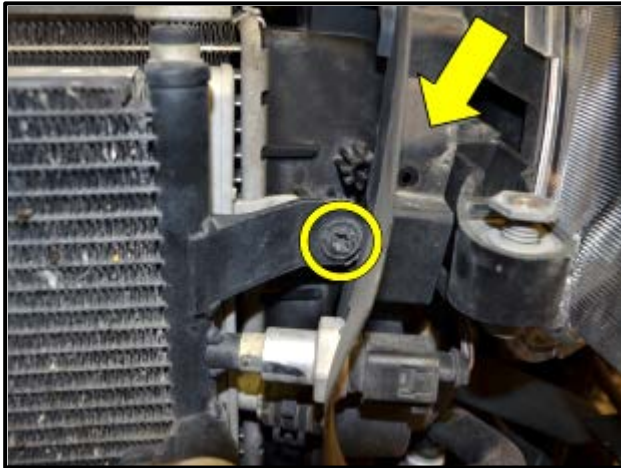
- ◀ Remove the front fascia from the vehicle by pulling straight forward on each side of the fascia where indicated <arrow>.
- Rest the fascia on the stand with a 5-6" gap between the fascia and the vehicle.
- Disconnect the washer solvent hose (located on the driver side only) and all the electrical connections between the vehicle and the fascia.
- The fascia should now be completely free from the vehicle – place it carefully out of the way.

**continue to section C**



### SECTION C - Charge Air Cooler Mounting Screw Replacement

- ⇐ Remove the passenger side radiator shroud <arrow>.



- ⇐ Remove the mounting screw and reposition the driver side radiator shroud <arrow> to allow access to the charge air cooler mounting screw <circle>.

- Loosen the mounting screw.



- ⇐ Remove the upper and lower mounting screws from the passenger side of the charge air cooler <circle> and discard them (upper screw shown).



← Loosen the mounting bolt for the power steering fluid cooler <circle>.



- Gently pull the charge air cooler and A/C condenser forward, away from the radiator.



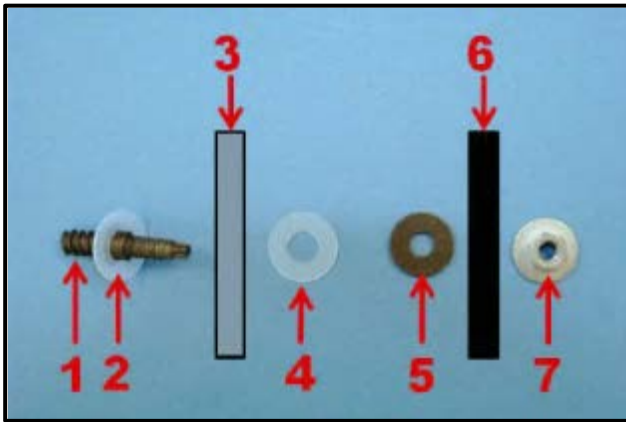
**WARNING!** Do not force or bend any components to move them. Damage can occur to the radiator, charge air cooler, a/c condenser, or any of the lines and fittings if they are forced. Damage to any of these items will not be covered under this action.

← Install a stud from repair kit p/n 4F0 198 763 through the mounting tabs of the charge air cooler and a/c condenser <circle>.

- Repeat this step for the lower charge air cooler mounting location.

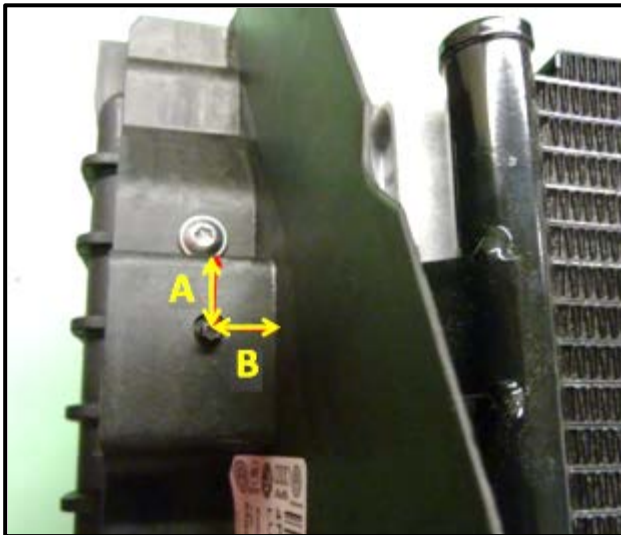


**Tip:** Insert and assemble the stud and washers through each charge air cooler mounting bracket first, then finger tighten the nut **PRIOR** to threading the stud into the radiator. An E4 inverted torx socket can be used to tighten the stud itself once the washers and nut are in place.



⇐ Each stud needs to be assembled in this order: Stud (1), plastic washer (2), charge air cooler (3), plastic washer (4), steel washer (5), A/C condenser (6), nut (7).

- Thread the stud into the radiator and tighten using an E4 inverted torx socket.
- Torque the mounting nut to **4 Nm**.

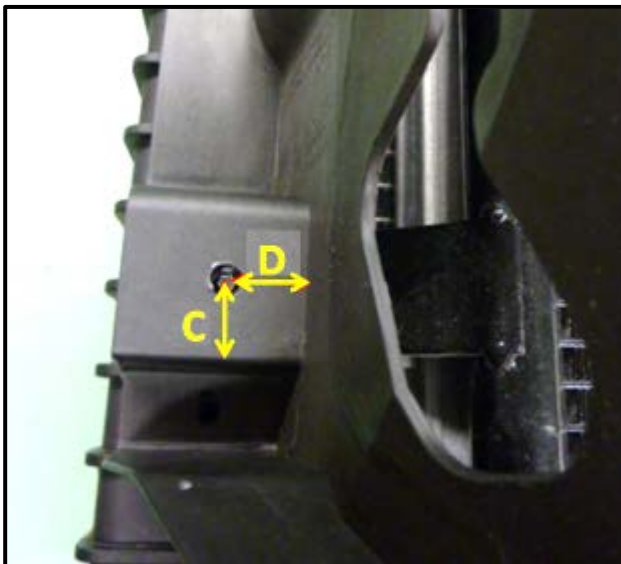


**WARNING!** Perform the next two steps with the passenger side radiator shroud removed from the vehicle. This will prevent damage to the radiator. Damage to the radiator will not be covered under this action.

⇐ Using an 8mm drill bit, drill a hole through the left radiator shroud where shown. This will provide clearance for the end of the newly installed mounting studs.

#### Upper Stud Location

- Dimension A: 15mm
- Dimension B: 13mm
- Drill a second hole in the lower section of the passenger side radiator shroud where shown.



#### Lower Stud Location

- Dimension C: 15mm.
- Dimension D: 15mm.
- Torque the upper driver side charge air cooler mounting nut to **4 Nm**.
- Reinstall the passenger side radiator shroud and install the mounting screw.
- Re-position the driver side radiator shroud and install the mounting screw.
- Tighten the power steering cooler mounting bolt.

- Position the bumper in front of the vehicle and reconnect all electrical connectors and the headlight washer hose.
- Reinstall the front fascia onto the vehicle following the removal steps in reverse order.
- Close the hood.

## **WORK IS COMPLETE**

### **Continue to section D**

## **SECTION D - Parts Return/Disposal**

Properly destroy and dispose of removed parts in accordance with all state/local requirements once the parts are listed on the Parts Destruction and Core Disposition report, unless otherwise indicated and/or requested for return.



## Frequently Asked Questions (FAQ) Service Action Campaign 19i4

### SUMMARY

- **Campaign Code:** 19i4
- **Launch Date:** On or about February 19, 2013
- **Code Visibility Date:** On or about February 19, 2013
- **Customer Notification** On or about February 19, 2013

### What is the problem?

Some Audi A6 customers have reported small coolant leaks from the air charge cooler on their vehicles. We have identified the radiator mountings installed in production as the cause of these small leaks.

### What is the repair solution?

At no cost to customers, dealers will install improved radiator mountings on affected vehicles.

### How long is will this Service Action repair be available to customers free of charge?

This action expires on March 31, 2015. Vehicles inspected/repared under this action must have this service completed on or before March 31, 2015 in order to be eligible for payment. **Inspections/repairs performed after March 31, 2015 will not be eligible for payment.** Dealers should keep this expiration date in mind when scheduling customers for this action.

### What is the parts allocation plan?

The Targeted Allocation program will be used in support of this service action. U.S. dealers who have not yet completed the targeted allocation web-based training module (course# 449424) on this new program should do so as soon as possible.

Please refer to the dealer letter and Campaign Data Sheet for information regarding the Completion Factor/Replacement Rate for your targeted allocation calculations.

### Can the vehicle be driven until it is repaired?

Yes, affected vehicles can continue to be driven as usual, however we recommend that customers have this repair completed as soon as possible before the campaign expiration date of March 31, 2015.

### Is a loaner vehicle being covered under this action?

No. A loaner vehicle is not covered under this action.

### Is towing being covered under this action?

No. Towing is not covered under this action.

### Who should dealers contact if they have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Audi Public Relations.

**IMPORTANT!**  
This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.