

Audi of America, Inc.



Date: June 2013
To: All Audi Dealers, General Managers, Service Managers, Sales Managers, Parts Managers and Warranty Administrators
From: Audi Product Compliance
Subject: Update 19i5
Model Year 2012 - 2013 Audi A8
Coolant Pump and Power Steering Pump

This communication is to inform you of Update **19i5**.

What vehicles are affected?

There are 202 Audi vehicles affected in the U.S. by this Update.

Of the affected vehicles, the following are in dealer inventory:

New Vehicle Inventory: 2

CPO Inventory: 2

What is the issue?

On Audi A8 vehicles with W12 engine manufactured within a specific period, the coolant pump may leak. On some vehicles, the power steering pump may also cause noise.

What does the repair procedure involve?

Replace the coolant pump and/or the power steering pump.

When will the Update be available?

Update 19i5 will be visible in ElsaWeb and ServiceNet on or about June 18, 2013.

Please refer to the ElsaWeb campaign/action screen for confirmation of whether the update applies to each specific vehicle. Additionally, this Update is posted on ElsaWeb and ServiceNet for additional information and complete repair instructions.

Consistent with general Audi corporate policy governing Updates, Audi is not notifying consumers. (Updates differ from recalls and service actions; consumers are notified in writing of recalls and service actions.) Each vehicle should be completed when it is in to the dealer for maintenance or any other service visit. Dealer stock vehicles **cannot, however, be delivered** to consumers until the Update is completed.

To identify any vehicles in your inventory that are affected by this Update, please run the "New and CPO Inventory Open Campaign/Action Listing" report from the AIM system.

Please ensure that every affected vehicle gets the update before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Audi customers.

Thank you for your cooperation and assistance in this important matter.

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