

# Technical Service Bulletin



## 19i5 UPDATE – Coolant Pump and Power Steering Pump (NVLW)

June 18, 2013

Model(s)	Year	Affected Vehicles	Vehicle-Specific Equipment
A8 W12	2012 - 2013	See Campaign/Action screen in ElsaWeb	None

## Condition

This Update has been proactively released to prevent the following condition from occurring in the vehicle:

On Audi A8 vehicles with W 12 engine manufactured within a specific period, the coolant pump may leak. On some vehicles, the power steering pump may also cause noise.

The Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 19i5 code in the ElsaWeb Campaign/Action Information screen on the day of repair.
- Vehicles must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted timeframe stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

## Service

### Criteria 01: Replace coolant and coolant pump

- To replace coolant pump, refer to *Repair Manual >> Engine >> Engine Mechanical >> 19 Cooling System >> Removal and Installation.*
- To replace coolant, refer to *Repair Manual >> Engine >> Engine Mechanical >> 19 Cooling System >> General Information >> Coolant, Draining and Filling.*

**!** **Note:**

When mixing to the proper ratio distilled water must be used.

**!** **Note:**

The coolant must be drained fully from the vehicle. If it is not, the performance of the coolant will be degraded as new type of coolant is being used.

### Criteria 03: Replace power steering pump

- To replace power steering pump, refer to *Repair Manual >> Chassis >> Suspension, Wheels, Steering >> 48 Steering >> Removal and Installation >> Power Steering Pump, With Dynamic Steering.*

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## Warranty

<p><b>Update Time Requirements/ Reimbursement</b></p>	<p>To ensure prompt and proper payment, be sure to immediately enter the applicable reimbursement code listed below upon completion of the repair work. Claims will be paid only for vehicles that show the 19i5 code in the ElsaWeb Campaign/Action Information screen on the day of repair.</p>		
<p><b>19i5 Saga Claim Entry Procedure</b></p> <p>Check ElsaWeb to determine whether Update <b>19i5</b> is open.</p> <p><b>Service No.:</b> 19i5</p> <p><b>Damage Code:</b> 0099</p> <p><b>Parts Manufacturer - Removed part:</b> 002</p> <p><b>Claim Type</b></p> <p>Sold vehicle = 7 10</p> <p>Unsold vehicle = 7 90</p> <p><b>Saga Accounting Instructions</b></p>			
<p><b>Criteria ID</b></p>	<p><b>Repair operation</b></p>	<p><b>Labor Operation Number</b></p>	<p><b>TU</b></p>
<p>01 and 03</p>	<p>Replace coolant, coolant pump and power steering pump</p>	<p>1950 5699</p>	<p>310 TU</p>
<p>-OR-</p>			
<p>Only 01</p>	<p>Replace coolant and coolant pump</p>	<p>1950 5599</p>	<p>220 TU</p>
<p>-OR-</p>			
<p>Only 03</p>	<p>Replace power steering pump</p>	<p>4870 5599</p>	<p>130 TU</p>

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Criteria ID	Part Number	Part Description	Quantity
01	07P121004	Coolant Pump	1
	G 013A8JS0	Coolant additive (0.1 qt)	63
03	4H0145156S	Power steering pump	1
	N10255601	Clamp	1
	WHT002666	Seal	1
	G 004000M2	Power steering fluid	0.5

There is no reimbursement for vehicle wash or loaner vehicle.

**If the vehicle is outside of the specified warranty period, the customer has the option to pay for the repair.**

*If the customer agrees to pay for the repair:*

Fax the information to (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date.

*If the customer does not agree to pay for the repair:*

Fax the information to (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date.

**Additional Actions** Some of the affected vehicles may be involved in additional Actions. Please check your ElsaWeb Campaign/Action Information screen so that *any additional required work can be done simultaneously.*

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**Update Verification** For verification, *always* check the ElsaWeb Campaign/Action Information screen. The ElsaWeb system is the *only* binding inquiry and verification system; other systems are not valid and *may result in non-payment* of a claim.

**Help for Claim Input** For questions regarding claim input, contact the Warranty Helpline.

**Required Customer Notification** Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates completed under this Update.

## Required Parts and Tools

Criteria	Part Number	Part Description	Quantity
01	07P121004	Coolant Pump	1
	G 013A8J**	Coolant additive	6 liters
03	4H0145156S	Power steering pump	1
	N10255601	Clamp	1
	WHT002666	Seal	1
	G 004000M2	Power steering fluid	0.5 L

\*\* Available in several sizes.

- Parts will not be allocated for this Update. Please email [vwoaspecialservices@vw.com](mailto:vwoaspecialservices@vw.com) with valid VIN to obtain parts.
- Properly destroy and dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through SAGA.

## Additional Information

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All parts and service references provided in this Update are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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