

Service Action Code: 19L2

REVISION

Subject

Coolant Pump

Release Date

August 06, 2015

Revision Summary

Additional parts and steps added to the work procedure.

Affected Vehicles

U.S.A.: 2010-2013 Audi A3 CANADA: 2012-2013 Audi A3

Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source.

✓ Campaign status must show "open."

✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.

Problem Description

The coolant pump may develop a small leak over time.

Corrective Action

Inspect and, if necessary, replace the coolant pump.

Parts Information

Parts will be allocated prior to owner notification. If allocated parts have been used and your dealership is at the weekly Upper Order Limit, submit requests for additional parts via email to upperorderlimits@vw.com.

Code Visibility

On or about August 06, 2015, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.accessaudi.com & OMD Web/AIM). A list will not be posted for dealers who do not have any affected vehicles.

On or about August 06, 2015, this campaign code will show open on affected vehicles in Elsa.

On or about August 06, 2015, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.audiusa.com.

Owner Notification

Owner notification will take place on or about August 31, 2015. Owner letter examples are included for your reference.

Campaign Expiration
Date

This campaign expires on **December 31, 2018.** Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal parts and labor cost associated with this repair will apply.

Additional Information

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

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Claim Entry Instructions

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action *open on the day of repair* to the repair order. If customer refused campaign work:

- ✓ <u>U.S. dealers:</u> Submit the request through Audi Warranty Online under the <u>Campaigns/Update</u> option.
- Canada dealers: Fax repair order to Warranty at (905) 428-4811.

Service Number	19L2			
Damage Code	0099			
Parts Vendor Code	002			
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90			
Causal Indicator	*Mark coolant pump as causal part			
Vehicle Wash/Loaner	Do not claim wash/loaner under this action			
Criteria I.D.	8P			
	Check/Updated part(s) present, no further work required Labor operation: 0183 00 99 20 T.U. -OR- Inspect and, if necessary replace the coolant pump. Labor operation: 1950 19 37 290 T.U. Quantity Part Number Part Description			
	1.00	06J 121 026 BG	*Coolant Pump	
	1.00	06H 103 085 J	Seal	
	1.00	06F 133 073 D	Throttle Valve Seal	
	1.00	WHT 006 407	Seal Ring	
	2.00	WHT 002 001	Seal Ring	
	1.00	WHT 001 163 B	Bolt	
	2.00	N 910 680 01	Bolt	
	Up to 40.00	G 013A8JS0	Engine Coolant	

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Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME> <CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

Subject: Service Action 19L2 – Coolant Pump

2010-2013 Audi A3

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2010-2013 model year Audi A3 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The coolant pump may develop a small leak over time.

What will we do? Your authorized Audi dealer will inspect and, if necessary, replace the coolant pump in

your vehicle. This work will take about three hours to complete and will be performed

for you free of charge.

What should you do? In order to limit any possible inconvenience, please contact your authorized Audi dealer

as soon as possible to schedule this service. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their

daily workshop schedule.

This service action will be available for you free of charge only until December 31,

<u>2018.</u> If you wish to have this service performed after that date, your dealer's normal

parts and labor cost associated with this repair will apply.

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.

Reimbursement of Expenses

If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Can we assist you further?

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Audi of America, Inc.,

Attn: Customer Experience (19L2)

3800 Hamlin Road, Auburn Hills, MI 48326

1-800-253-2834 www.audiusa.com

Checking your vehicle for open Recalls and Service Campaigns

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 and enter your Vehicle Identification Number (VIN). As always, if you have any questions or if you need additional assistance, please contact Customer Experience or your authorized Audi dealer.

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

Sincerely,

Audi Customer Protection

Customer Letter Example (CANADA)

<MONTH YEAR>

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

This notice applies to your vehicle: <VIN>

Subject: Service Action 19L2 – Coolant Pump

2012-2013 Audi A3

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2012-2013 model year Audi A3 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The coolant pump may develop a small leak over time.

What will we do? Your authorized Audi dealer will inspect and, if necessary, replace the coolant pump in

your vehicle. This work will take about three hours to complete and will be performed

for you free of charge.

What should you do? In order to limit any possible inconvenience, please contact your authorized Audi dealer

as soon as possible to schedule this service. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their

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This service action will be available for you free of charge only until December 31,

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Reimbursement of Expenses

If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to

review your reimbursement request.

Can we assist you further?

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Audi Canada

Attn: Customer Relations (19L2)

PO Box 842, Stn. A Windsor, ON N9A 6P2 1-800-822-2834 www.audi.ca

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

Sincerely,

Audi Customer Protection

ATTENTION!

Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.

Required Parts

Note: Coolant part number G 013A8J1G is for ordering only. For SAGA reimbursement, claim as listed on SAGA sheet by using part# G 013A8JS0.

Quantity	Part Number	Part Description	
1	06J 121 026 BG	Coolant Pump	
1	06H 103 085 J	Seal	
1	06F 133 073 D	Throttle Valve Seal	
1	WHT 006 407	Seal Ring	
2	WHT 002 001	Seal Ring	
1	WHT 001 163 B	Bolt	
2	N 910 680 01	Bolt	
Up to 4.0L	G 013 A8J 1G	G13 Engine Coolant (Concentrate)	

Required Tools



 Cooling System Tester - Adapter-VAG1274/8



 Shop Crane – Drip Tray - VAS6208 (or equivalent)



• Hose Clip Pliers - VAS6362 (or equivalent)



Cooling System Charge Kit -VAS6096-



Refractometer -T10007A-



• Seal Installer - Intermediate Shaft - T10353



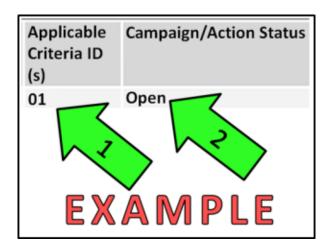
• Torque Wrench - VAG1410 (or equivalent)



 Torque Wrench 1331 Insert – Ring Wrench – 12mm – T10360

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Work Procedure



Section A - Check for Previous Repair

• Enter the VIN in Elsa and proceed to the "Campaign/Action" screen



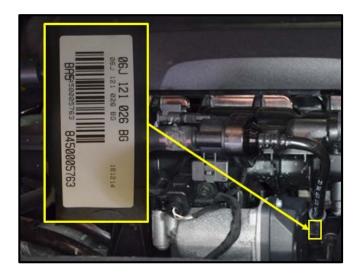
On the date of repair, print this screen and keep a copy with the repair order.

- Ensure that the Status is "Open" <arrow 2>
- Note the Applicable Criteria ID
 <arrow 1> for use in determining the
 correct work to be done and corresponding
 parts associated

Proceed to Section B

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Section B - Coolant Pump Inspection

- Switch the ignition off.
- Open the hood.
- Locate the label on the coolant pump <as shown>.
- Inspect the part number on the coolant pump.
 - If the part number is 06J121026BG
 <as shown> or newer Work
 Complete, Proceed to Section G.
 - If the part number is NOT 06J121026BG or newer, Proceed to Section C.

Section C - Coolant Pump Removal



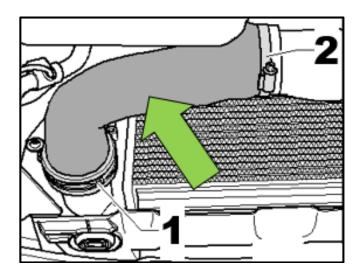
Follow all guidelines for working conditions, such as:

- Thoroughly clean connection points and the surrounding area before loosening.
- Place removed parts on a clean surface and cover them.
- Use only lint free cloths.
- Carefully cover or seal opened components if the repair is not performed immediately.
- Install only clean parts.
- Open the coolant reservoir cap.

A WARNING

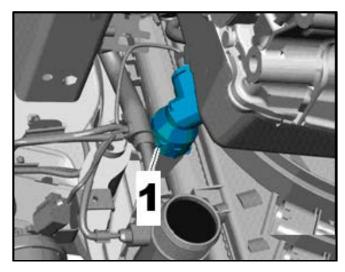
The cooling system may be hot, and/or under pressure. Use caution when opening any cooling system.

- Raise the vehicle on an appropriate hoist.
- Remove the underbody shield.
- Loosen the air guide hose clamps <1 and 2>.
- Disconnect and remove the air guide hose <arrow>.

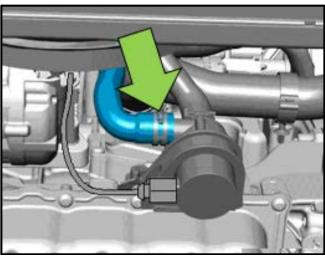


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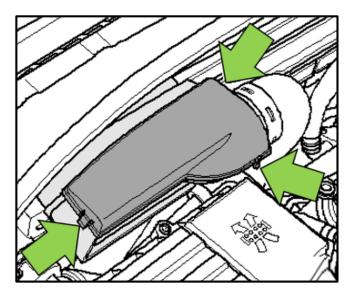
- Position the drip tray VAS6208 (or equivalent) under the lower coolant hose.
- Disconnect the lower coolant hose <1> from the radiator and allow the coolant to drain.



- Reposition the drip tray VAS6208 under the After-Run Coolant Pump V51.
- Remove the lower coolant hose from the After-Run Coolant Pump V51 <arrow> and allow the coolant to drain.

① NOTE

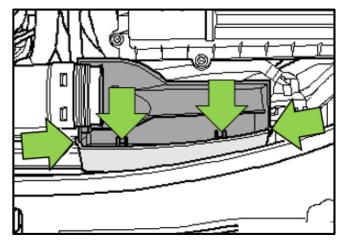
The After-Run Coolant Pump V51 remains installed during this step. It is only necessary to disconnect the coolant hose.

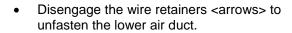


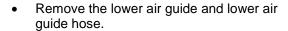
- Lower hoist.
- Disengage the side clips <arrows> and remove the air duct cover.

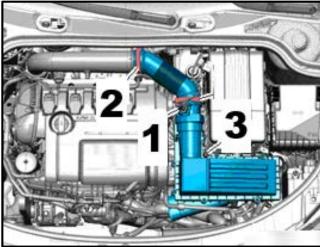
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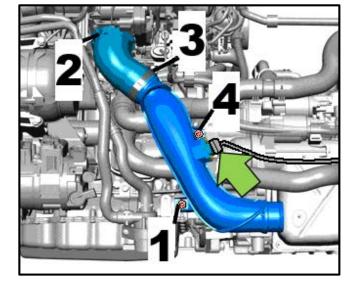




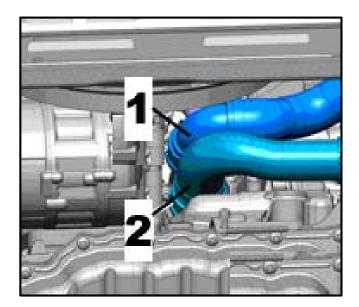




- Disconnect the Secondary Air Injection hose from the air filter housing.
- Disconnect the wiring harness from the Mass Air Flow Sensor <1>.
- Loosen the clamp <2> and remove the air guide hose.
- Loosen the mounting bolt <3>.
- Lift the air filter housing straight upward out of the mounting bracket.
- Remove the air filter housing together with the mass air flow sensor and connecting pipe.
- Loosen the clamp <2>.
- If necessary, loosen the clamp <3>.
- Remove the mounting bolt <4>.
- Disconnect the electrical connector <arrow>.
- Remove the mounting bolt <1> and remove the air guide pipe.



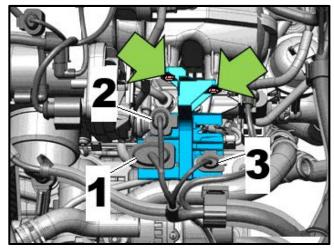
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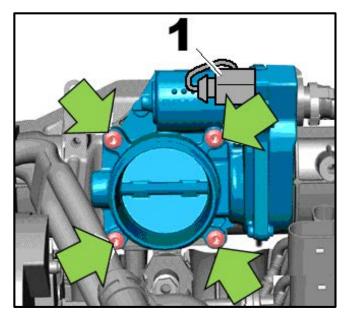
 Remove the coolant hoses <1 and 2> and allow the coolant to drain.

U NOTE

Residual coolant will continue to drain from the open cooling system connections. Position an appropriate drain pan under the vehicle prior to lowering the hoist.

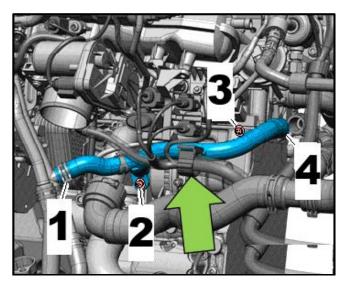


- Remove the connectors <1, 2, and 3> from the mounting bracket.
- Remove the mounting bolts <arrows>.
- Remove the mounting bracket.

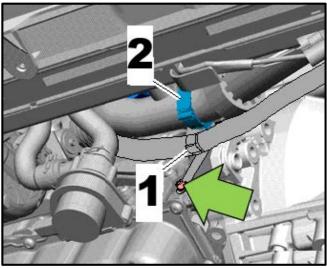


- Disconnect the connector <1> at the Throttle Valve Control Motor (J338).
- Remove the J338 mounting bolts <arrows> and remove the J338.

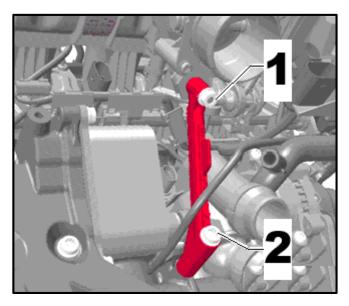
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- Release the wiring harness retainer
 <arrow> and free up the wiring harness.
- Remove the coolant pipe mounting bolts
 2 and 3>.
- Release the clamps <1 and 4> and remove the small coolant pipe.

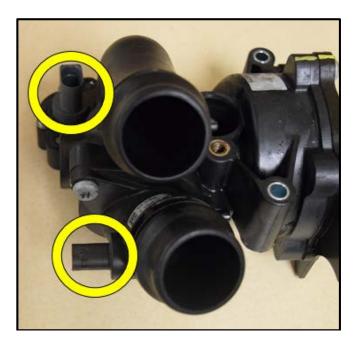


- Release the coolant hose and wiring harness retainers <1 and 2>.
- Remove the mounting bolt <arrow>.



- Remove the nut <1> and mounting bolt <2>.
- Remove the intake manifold support.
- Remove the bonded rubber bushing for the intake manifold support on the intake manifold.

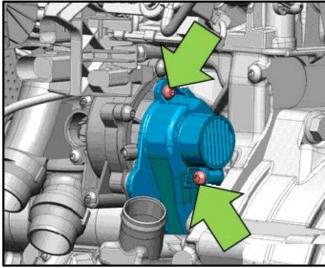
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 Disconnect both electrical connectors <circles> from the coolant pump housing.

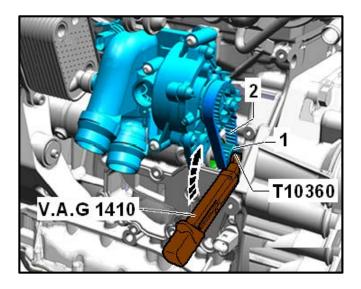
U NOTE

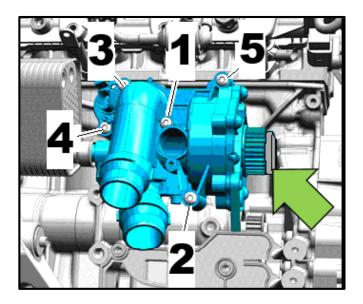
Picture was taken with the coolant pump removed from the vehicle for photo documentation. Both connectors MUST be disconnected PRIOR to coolant pump removal.



- Reposition the Intake Manifold Runner Control Valve (N316) to allow access to the toothed belt cover.
- Remove the mounting bolts <arrows>.
- Remove the toothed belt cover.

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A CAUTION

The drive gear bolt is a left-hand thread.

- Using an appropriate 24mm socket and breaker bar, hold the crankshaft stationary.
- Loosen the drive gear mounting bolt by turning it in the CLOCKWISE direction using the Torque wrench VAG1410 and Torque Wrench 1331 Insert – Ring Wrench – 12mm – T10360 (or equivalent).
- Remove the drive gear <1> and the toothed belt <2>.

() NOTE

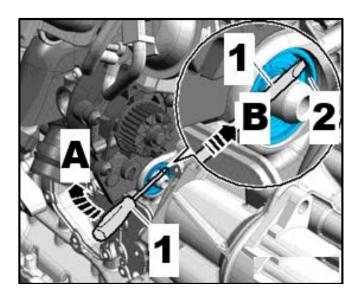
Do not discard the coolant pump mounting bolts. The three longer length bolts are re-used during reassembly.

- Remove the coolant pump mounting bolts <1 through 5>.
- Remove the coolant pump from the centering pin and disconnect it from the engine oil cooler.

Proceed to Section D

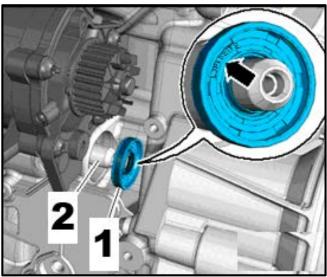
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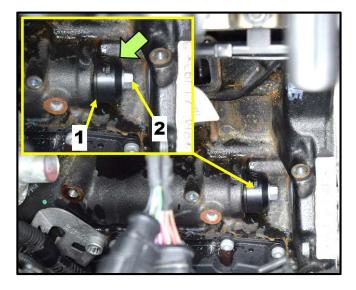


Section D – Coolant Pump Drive Shaft Seal Replacement

- Firmly press a screwdriver <1> against the sealing surface <2> as shown <direction of arrow B>.
- Pry the seal outward to remove it <direction of arrow A>.
- Clean the sealing surface as necessary.



- Coat the sealing surface of the balance shaft <2> with clean transmission oil.
- Position the seal so the designation "Luftseite" (or "Outside") <arrow> is visible.
- Push the replacement shaft seal,
 P/N: 06H 103 085 J <1> onto the balance shaft.



- Mount the seal installer Intermediate Shaft – T10353 <arrow> on the shaft seal <1>.
- Use the drive gear mounting bolt <2> to press the seal straight into the cylinder block until fully seated.



Do not tilt the seal during installation. The seal MUST be pressed straight into the engine block.



Use **ONLY** the <u>original</u> drive gear mounting bolt to install the replacement seal.

Proceed to Section E

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Section E - Coolant Pump Installation

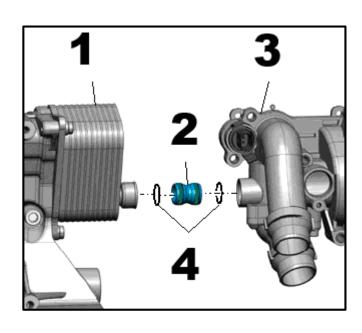
NOTE

- Replace the seals and O-rings.
- Install the coolant pump without the engine coolant temperature sensor installed. The engine coolant temperature sensor protrudes slightly out of the coolant pump making it difficult to install the coolant pump.
- Remove the O-rings from the connecting pipe <2>.
- Install replacement O-rings, P/N: WHT002001 onto the connecting pipe <2>.
- Coat the O-rings <4> with coolant.
- Inspect both centering pins and insert them into the cylinder block if necessary.



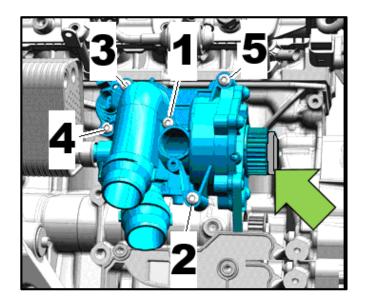
The centering pins may come out with the old coolant pump. Remove them from the old pump and install them back into the cylinder block if necessary.

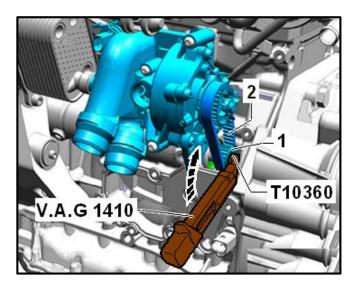
- Install the connecting pipe <2> into the engine oil cooler <1>.
- Position the replacement coolant pump, P/N: 06J 121 026 BG <3> onto the connecting pipe, then onto the centering pins in the cylinder block.
- Inspect the coolant pump and connecting pipe using a mirror to verify the pump is seated properly on the centering pins.



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- Install the two new coolant pump mounting bolts, P/N: N91068001 <3 and 4>
- Reinstall the three longer coolant pump mounting bolts <1, 2, and 5>.
- Tighten all the mounting bolts to **9 Nm** in the sequence shown (1 to 5).
- Remove the protective cap <arrow> from the new coolant pump drive wheel.
- Install the Engine Coolant Temp Sensor (G62).

A CAUTION

The coolant pump gasket **MUST NOT** come in contact with oil, grease, etc. during installation.

A CAUTION

The drive gear bolt is a left-hand thread.

- Using an appropriate 24mm socket and breaker bar, hold the crankshaft stationary.
- Reinstall the toothed belt <2> onto the coolant pump pulley.
- Reinstall the drive gear <1> and insert the mounting bolt, P/N: WHT001163B by hand.

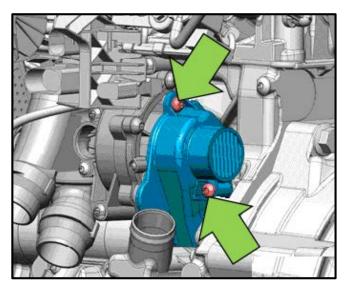
i TIP

The collar on the toothed belt drive gear must face outward, toward the transmission once installed.

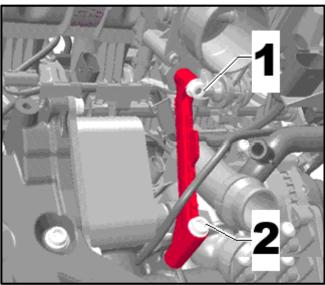
- Tighten the bolt by turning it in the COUNTER-CLOCKWISE direction using the Torque wrench VAG1410 and Torque Wrench 1331 Insert – Ring Wrench – 12mm – T10360 (or equivalent).
- Torque the bolt to 10Nm + 90°.
- Remove the 24mm socket and breaker bar from the crankshaft bolt.

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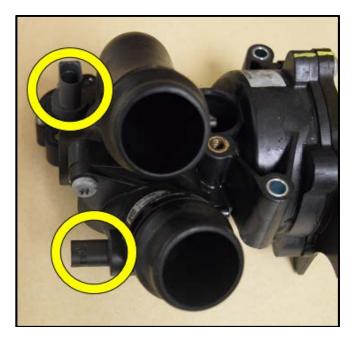
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- Reinstall the toothed belt cover and mounting bolts.
- Torque the mounting bolts to 9 Nm.



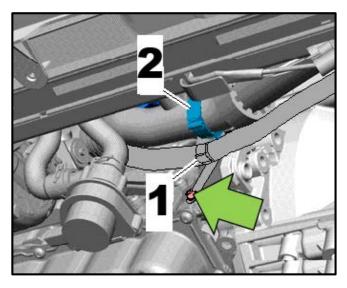
- Reinstall the bonded rubber bushing for the intake manifold support on the intake manifold.
- Reinstall the intake manifold support <as shown>.
- Install then tighten the nut <1> and mounting bolt <2>.



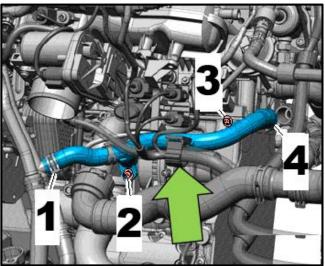
• Reconnect both electrical connectors <circles> on the coolant pump housing.

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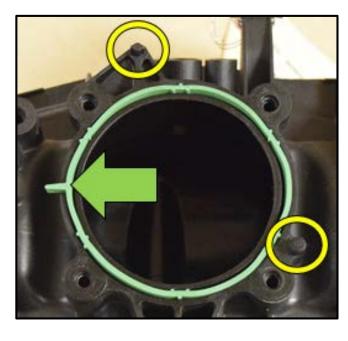
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- Refasten the coolant hose and wiring harness retainers <1 and 2>.
- Reinstall then tighten the mounting bolt <arrow>.



- Replace the seal, P/N: WHT 006 407, on the small coolant pipe at the coolant pump connection.
- Reinstall the small coolant pipe and refasten the clamps <1 and 4>.
- Reinstall then tighten the coolant pipe mounting bolts <2 and 3>.
- Refasten the wiring harness retainer
 <arrow> and secure the wiring harness.



- Clean the Throttle Valve J338 sealing surface with a clean shop towel and acetone (or equivalent).
- Insert the replacement throttle valve seal, P/N: 06F133073D, into the intake manifold opening <as shown>.
- Align the tab <arrow> with the cut-out in the intake manifold.
- Position the J338 into place on the alignment pins <circles>, and install the mounting bolts by hand.

WARNING

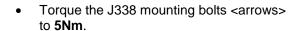
Acetone is easily flammable. Observe accident prevention measures and the safety precautions when working with easily flammable fluids. Do not used compressed air when cleaning throttle valve. Always wear protective eyewear and protective clothing to prevent injuries and contact with skin.

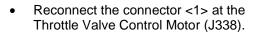
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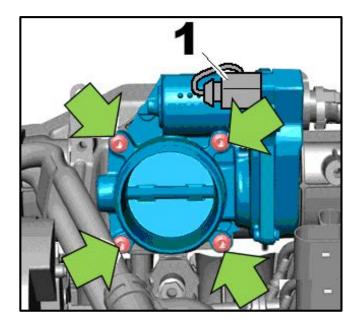
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① NOTE

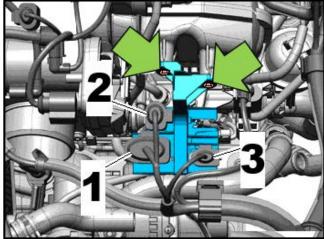
The rim of the seal must fit into the groove provided for it inside the intake manifold.





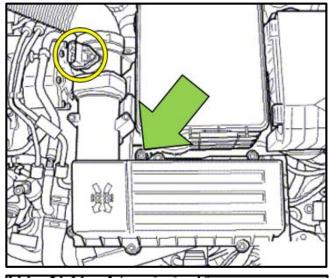


- Reinstall the mounting bracket and retaining bolts <arrows>.
 - Reinstall the connectors <1, 2, and 3> into the mounting bracket.

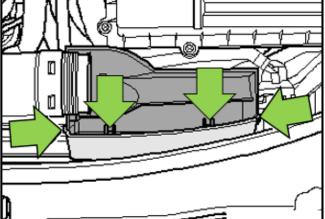


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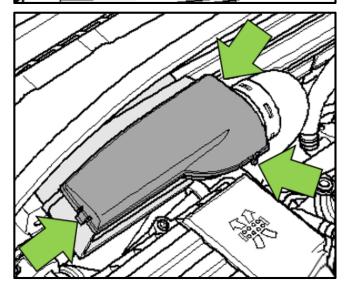
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- Reinstall the air filter housing together with the mass air flow sensor and connecting pipe.
- Reconnect the Secondary Air Injection hose onto the air filter housing.
- Reconnect the wiring harness from the Mass Air Flow Sensor <circle>.
- Tighten the mounting bolt <arrow>.

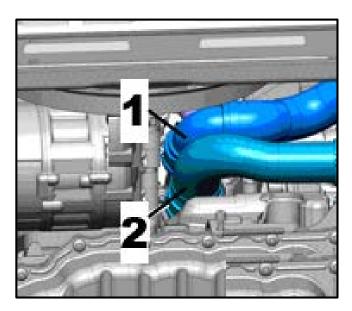


- Reinstall the lower air guide and lower air guide hose.
- Refasten the wire retainers <arrows> to secure the lower air duct.

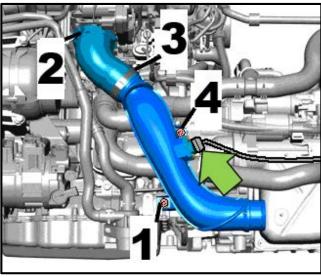


 Reinstall the air duct cover and refasten the side clips <arrows>.

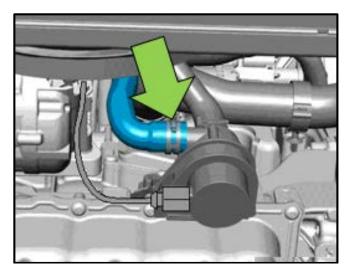
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• Reinstall the coolant hoses <1 and 2>.

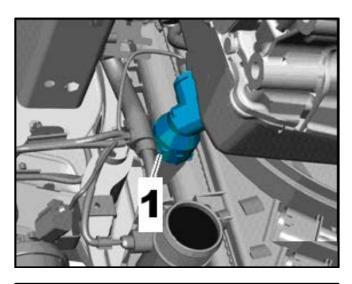


- Reinstall the air guide pipe.
- Tighten the clamp <2>.
- If necessary, tighten the clamp <3>.
- Reinstall and tighten the mounting bolts
 1 and 4>.
- Reconnect the electrical connector <arrow>.

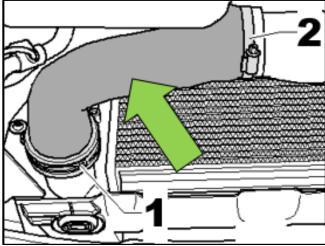


 Reinstall the lower coolant hose onto the After-Run Coolant Pump V51 <arrow> and fasten the clamp.

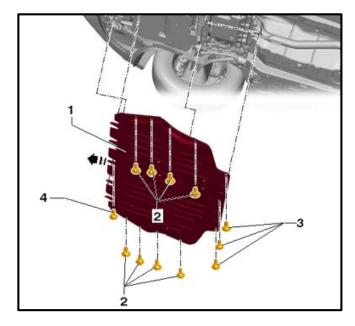
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• Reconnect the lower coolant hose <1> to the radiator.



• Reinstall the air guide hose <arrow>, and fasten the clamps <1 and 2>.

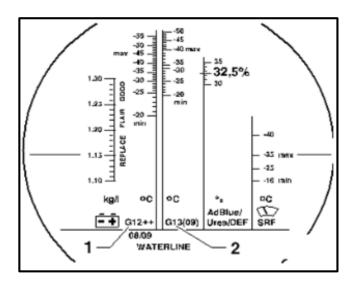


- Reinstall the underbody shield.
- Install the mounting bolts by hand.
- Torque the mounting bolts <2 and 4> to 2 Nm.
- Torque the mounting bolts <3> to 6 Nm.

Proceed to Section F

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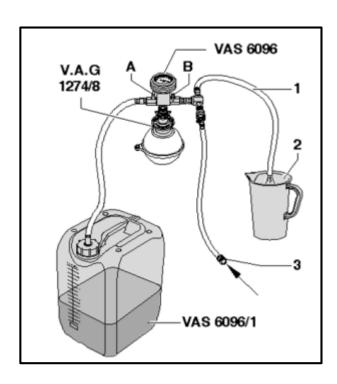


Section F- Refill Cooling System

- The Refractometer -T10007A- MUST be used to determine the freeze protection density <as shown>.
- Protection against frost must be adjusted down to minimum -25 °C (-13 °F) (in arctic climatic countries down to approximately -36°C (-32.8 °F)). The freeze protection may only be increased, when stronger freeze protection is needed due to the climate.



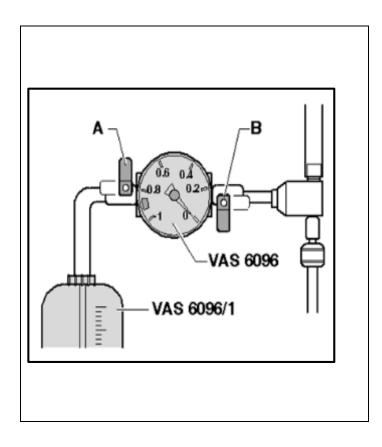
Only adjust the coolant mixture to - 48°C (-54.4°F) or higher, otherwise the cooling effect of the coolant is impaired.

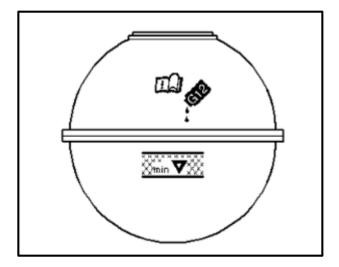


- Fill the Cooling System Charge Kit -VAS6096-Cooling System Charge Kit -Reservoir -VAS6096/1- with at least 10 liters of premixed coolant with the proper mixture ratio.
- Install the Cooling System Tester -Adapter -VAG1274/8- onto the coolant expansion tank <as shown>.
- Disconnect the hose between the Cooling System Charge Kit - VAS 6090 and the VAG 1274/8.
- Place the air outlet hose <1> in a separate container <2> to catch any residual coolant in the system.
- Close the valves <A and B> on the VAG 1274/8.
- Connect the inlet hose <3> to a compressed air source.

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- Open the valve .
- Allow the VAS 1274/8 to pull the cooling system into a vacuum until the needle reaches the green section on the dial (about .9 bar).
- Reconnect the hose between the Coolant System Charge Kit – VAS 6090 and the VAS 1274/8.
- Open the valve <A> briefly and allow the hose from the VAS 6096 to fill with coolant.
- Close the valve <A> as soon as it fills with coolant.
- Re-open the valve and allow air to flow for at least 2 minutes.
- The needle must remain in the green section of the dial.
- Close the valve .
- Open the valve <A>.
- Allow the cooling system to fill until the needle on the VAS6096 has reached "0" and coolant flow into the reservoir has stopped.
- Disconnect the VAS 6096 from the coolant reservoir.
- Top off the coolant level as necessary.
- Install the cap onto the coolant expansion reservoir.
- Start the engine and maintain approximately 2,000 RPM for three minutes.
- Allow the engine to idle until the cooling fans turn on.
- Inspect the cooling system for leaks.
- Check the coolant level and adjust as necessary.

WARNING

The cooling system may be hot, and/or under pressure. Use caution when opening any cooling system.

Proceed to Section G - Campaign Stamp

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Section G – Campaign Stamp

I certify that this campaign
has been performed in strict
accordance with the applicable
Audi repair procedure.

SAGA Code:
Technician:
Date:

Item#: AUD4927ENG

 Once the campaign has been completed, the technician should stamp the repair

 Stamps are available for ordering through the Compliance Label Ordering Portal

OR

Item # AUD4927FRE

Proceed to Section H - Parts Return/Disposal

Section H - Parts Return/Disposal

Parts Return/Disposal

Properly destroy or dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Shipping Portal (WPSP) for U.S. and SAGA for Canada.

ALL WORK IS COMPLETE

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