

Service Action

Code: 19M4



Subject	Coolant Expansion Tank Tensioning Strap
Release Date	March 29, 2019
Affected Vehicles	U.S.A. & CANADA: Certain 2008-2015 MY Audi R8 Coupe <i>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.</i> <ul style="list-style-type: none">✓ 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	In certain vehicles, the coolant expansion tank may develop cracks over time.
Corrective Action	Install an additional tensioning strap to the coolant expansion tank.
Parts Information	Dealers will be sent an initial allocation prior to customer notification. Parts will be managed with a weekly Upper Order Limit. Please see Parts On Command (POC) for your Upper Order Limit quantity.
Code Visibility	On or about March 29, 2019, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.accessaudi.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles. On or about March 29, 2019, this campaign code will show open on affected vehicles in Elsa. On or about March 29, 2019, 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 in April 2019. Owner letter examples are included in this bulletin for your reference.
Campaign Expiration Date	This campaign expires on December 31, 2021 . 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. <u>Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.</u>

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.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

Service Number	19M4									
Damage Code	0099									
Parts Vendor Code	002									
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90									
Causal Indicator	Mark tensioning strap as causal part*									
Vehicle Wash/Loaner	Do not claim wash/loaner under this action									
Criteria I.D.	42									
	Install an additional tensioning strap Labor operation: 1940 23 99 65 T.U.									
	<table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>1.00</td><td>420121263</td><td>Tensioning strap*</td></tr><tr><td>1.00</td><td>N 01028712</td><td>Bolt</td></tr></tbody></table>	Quantity	Part Number	Description	1.00	420121263	Tensioning strap*	1.00	N 01028712	Bolt
Quantity	Part Number	Description								
1.00	420121263	Tensioning strap*								
1.00	N 01028712	Bolt								

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Service Action 19M4 - Coolant Expansion Tank Tensioning Strap
Certain 2008-2015 Model Year Audi R8 Coupe**

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 2008-2015 model year Audi R8 coupe vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** In certain vehicles, the coolant expansion tank may develop cracks over time.
- What will we do?** Your authorized Audi dealer will install an additional tensioning strap to the coolant expansion tank. This work will take about one hour 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. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

This service action will be available for you **free of charge only until December 31, 2021**. 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.
- 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 contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at 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).

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.

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 19M4 - Coolant Expansion Tank Tensioning Strap
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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 2008-2015 model year Audi R8 coupe vehicles. Our records show that you are the owner of a vehicle affected by this action.

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- 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 contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at 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.

Sincerely,

Audi Customer Protection

Repair Overview

NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- 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.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.



- Install tensioning strap <1> on the coolant expansion tank.

Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
42	1	420.121.263	Tensioning strap
	1	N 010.287.12	Bolt

NOTE

The specified part numbers reflect the status at the start of this service action. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

Required Tools

 <p>Torque Wrench 1783 2-10Nm -VAG1783- (or equivalent)</p>	 <p>Pry lever -80-200- (or equivalent)</p>
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Repair Instruction

Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

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

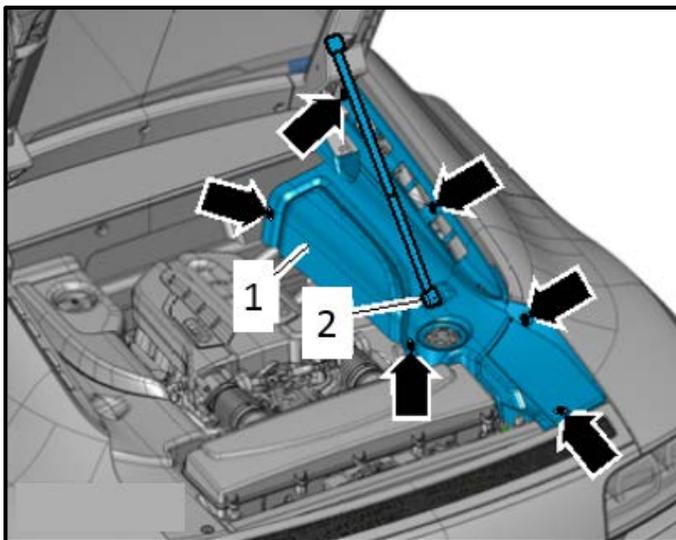
TIP

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

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

Proceed to Section B

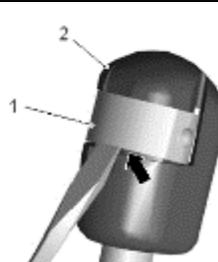
Section B – Repair Procedure



Remove the right engine compartment trim <1>:

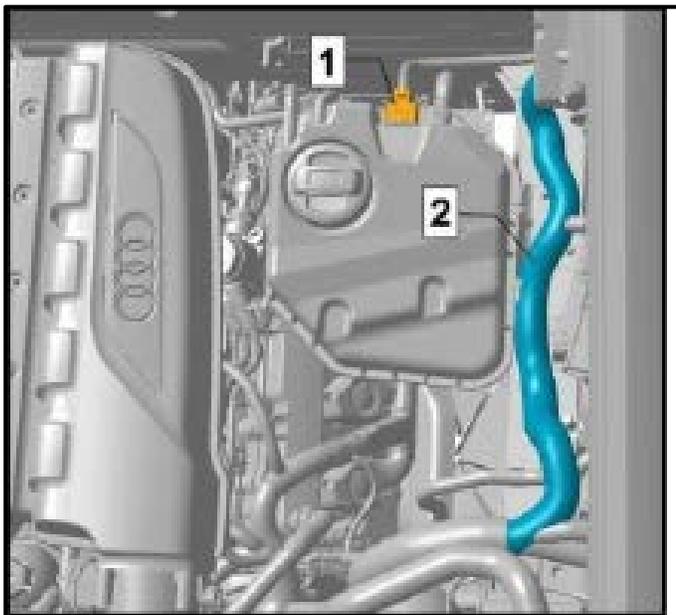
- Loosen the quick-release fasteners <arrows>.
- If equipped: Disconnect the connector for the engine compartment lamp.
- Support the rear lid or secure it from falling.
- Disconnect the bottom of the rear lid strut <2>.
- Raise the back of the engine compartment trim <1> and guide the front of it out at the lid hinge.
- Reinstall the bottom of the rear lid strut.

Removing and Installing Rear Lid Strut:



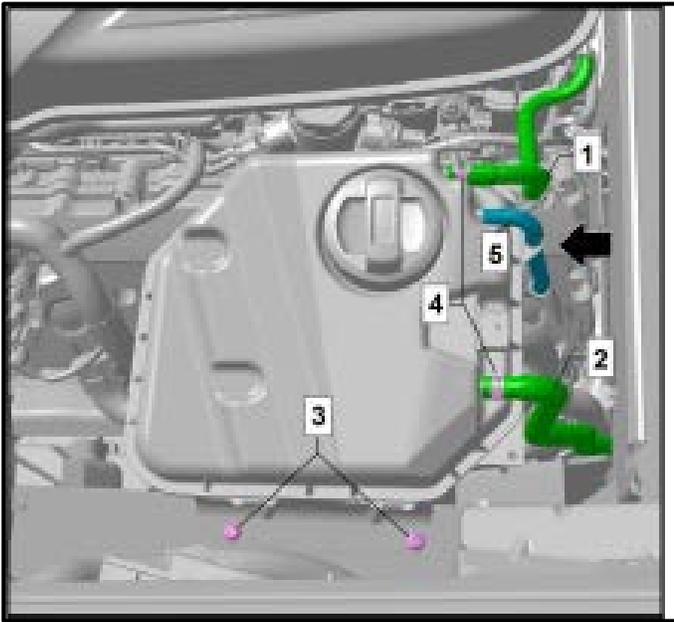
Removing: Using a small screwdriver, lift the locking spring <1> slightly <arrow> and remove the strut <2> from the ball pin.

Installing: Press the strut onto the ball pin until it audibly engages.



Prepare for tensioning strap installation:

- Disconnect electrical connector <1>.
- Unclip wiring harness <2> using -80-200- and push to the side.



Remove hoses from coolant expansion tank:

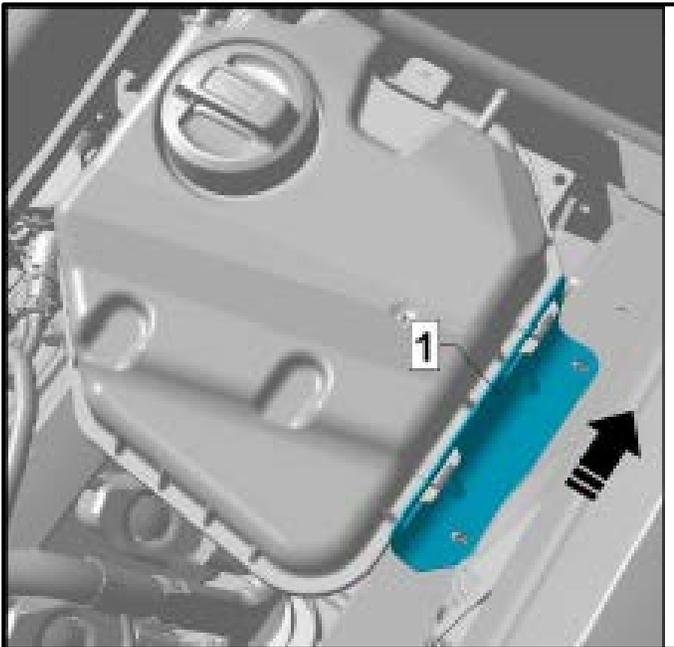
- Remove coolant expansion tank cap.

⚠ WARNING

Risk of scalding due to hot steam and hot coolant.

- The coolant system is under pressure when the engine is warm.
- Cover the coolant reservoir cap with a cloth and then open it slowly to release the pressure

- Open spring-type clips <4>.
- Disconnect coolant hoses <1 and 2> from coolant expansion tank.
- Pull overflow hose <5> out of retainer <arrow> on coolant expansion tank.
- Remove bolts <3>.



Remove bracket <1>:

- Release bracket <1> in direction of <arrow> and detach from coolant expansion tank.



Install tensioning strap <1>:

- Fit tensioning strap <1> around weld seam on coolant expansion tank.

Part Number	Part Description
420.121.263	Tensioning strap

***i* TIP**

The overflow hose may have to be slightly lifted.

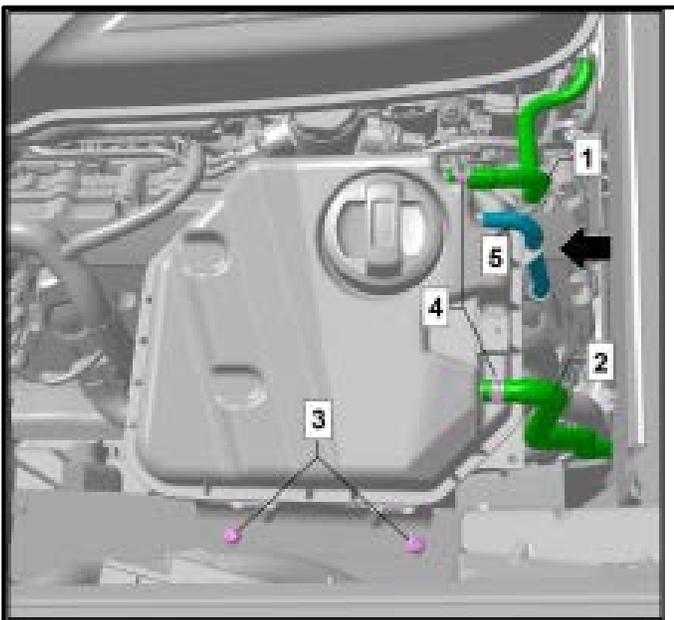


Secure tensioning strap and install bracket:

- Install tensioning strap bolt <1> and torque to 8 Nm.

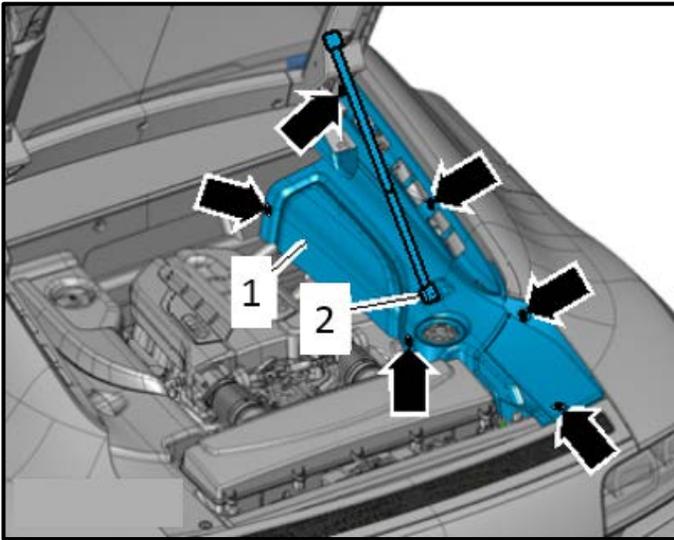
Part Number	Part Description
N 010.287.12	Bolt

- Slide bracket onto coolant expansion tank.
- Install bolts <2> and torque to 8 Nm.



Reinstallation of coolant expansion tank:

- Reinstall hoses <1, 2 and 5> and secure clamps.
- Install and torque bolts <3> to 8 Nm.
- Check coolant level:
 - The coolant level must be up to the "MAX" marking <arrow> when the engine is cold.
 - Coolant level may be above "MAX" marking with engine at operating temperature.



Reinstall right engine compartment trim:

- Reinstallation is the reverse of removal.

Proceed to Section C.

Section C – Campaign Completion Stamp

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

SAGA Code: _____

Technician: _____

Date: _____

Item#: AUD4927ENG

-OR-

Je certifie que cette
campagne de rappel a été
exécutée suivant les strictes
directives de réparation
d'Audi

Code de SAGA: _____

Technicien: _____

Date: _____

Item # AUD4927FRE

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.