

Technical Service Bulletin



19N5 UPDATE – Replacing Coolant Line (NVLW)

January 24, 2019

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6	2016	See Campaign/Action screen in Elsa	See Campaign/Action screen in Elsa

Condition

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

- Coolant leaking from coolant hose.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **19N5** code in the Elsa Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

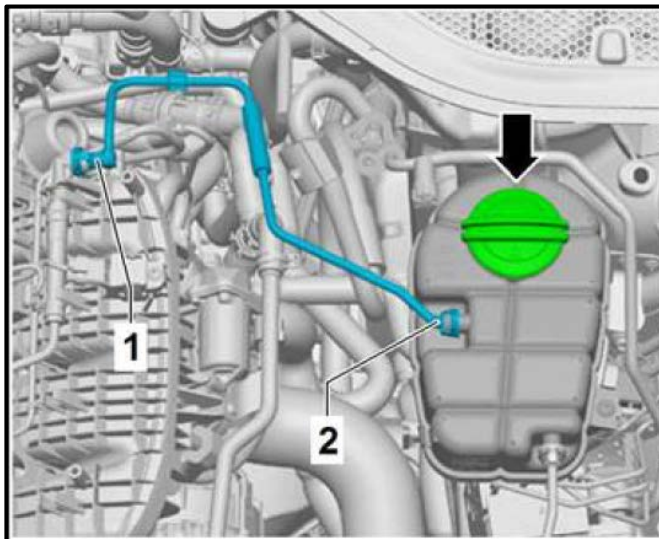
Technical Background

On Audi A6 vehicles manufactured within a specific period, leaks may develop during the service life due to an incorrect material composition being used during manufacturing of a coolant line.

Service



- Carefully pull the engine cover off the retaining pins one after the other in direction of <arrows>. Do not pull sharply on the engine cover or pull it to one side.

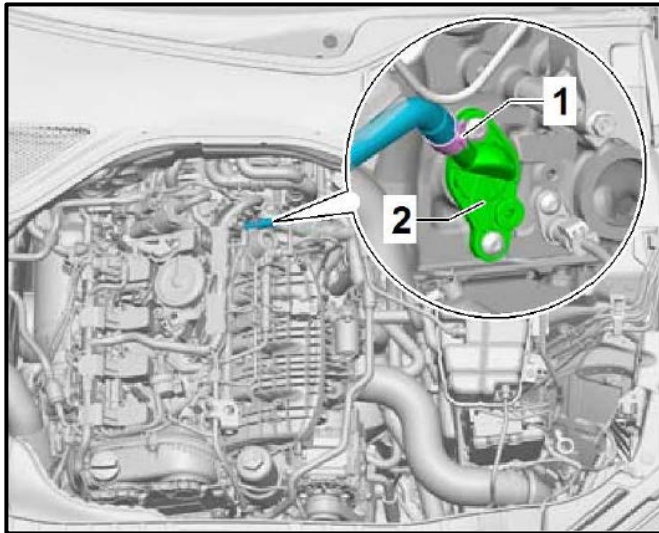


WARNING

The cooling system is under pressure when the engine is warm. There is a risk of scalding due to hot steam and hot coolant.

Scalding the skin and other parts of the body is possible.

- Wear safety gloves.
 - Wear protective eyewear.
 - Reduce the pressure by covering the coolant expansion tank cap with a cloth and carefully opening it.
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- Open filler cap <arrow> on coolant expansion tank briefly to relieve residual pressure in cooling system.
 - Lift retaining clips <1 and 2> to release coolant line



- Place a cloth underneath to catch escaping coolant.
- Release hose clip <1> and remove coolant line (rear) from connection <2>.
- To avoid loss of coolant, install new coolant line immediately.
- Reinstall engine cover.

Technical Service Bulletin



Warranty

<p>Claim Entry Instructions</p> <p>After Update has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action <u>open on the day of repair</u> to the repair order.</p> <p>If customer refused campaign work or vehicle is out of the specified warranty parameter for this Update:</p> <ul style="list-style-type: none"> ✓ <u>U.S. dealers:</u> Submit the request through Audi Warranty Online under the <u>Campaigns/Update</u> option. ✓ <u>Canada dealers:</u> Upload the repair order to Audi WIN/Operations/Campaign Closure. 							
Service Number	19N5						
Damage Code	0099						
Parts Vendor Code	002						
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90						
Causal Indicator	Mark coolant line as causal part*						
Vehicle Wash/Loaner	Do not claim wash/loaner under this action						
Criteria I.D.	01						
	<p>Replace coolant line</p> <p>Labor operation: 1944 55 99 40 T.U.</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>4G0.121.081.EP</td> <td>Coolant Line*</td> </tr> </tbody> </table>	Quantity	Part Number	Description	1.00	4G0.121.081.EP	Coolant Line*
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Technical Service Bulletin



- Additional Actions** Some of the affected vehicles may be involved in additional Actions. Please check your Elsa Campaign/Action Information screen so that any *additional required work can be done simultaneously*.
- Verifying Vehicle Eligibility** To verify vehicle eligibility for this Update, *always* check the Elsa Campaign/Action Information screen. The Elsa 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 Entry** For questions regarding claim entry, contact Audi Warranty.
- 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.

Technical Service Bulletin



Required Parts

Part Number	Part Description	Quantity
4G0.121.081.EP	Coolant Line	1.00

- Properly destroy and dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through SAGA.
- If you have exhausted your allocated parts and you require additional parts for vehicles affected by this Update but have exceeded your Upper Order Limit, please submit your requests for additional parts via email to upperorderlimits@audi.com. Be sure to include the affected VINs with your order. Prior to submitting your request, ensure that each vehicle has the **19N5** code open in Elsa. Your order will be reviewed and processed accordingly.

Additional Information

All parts and service references provided in this Update are subject to change and/or removal. Always check Elsa for the most current version of this document.