



Audi

AUDI DEALER COMMUNICATION

Repair Available – Service Action 19N8 / Electric (After-Run) Coolant Pump

This notice is for:	✓ Dealer Principal ✓ General Manager ✓ Sales Managers	✓ Service Manager ✓ Parts Manager ✓ Service Advisor	✓ Warranty Administrator ✓ Technicians
Date:	April 15, 2019		
Issue:	Power to the electric (after-run) coolant pump was disconnected under Safety Recall 19N4.		
Repair:	<ul style="list-style-type: none">• REPAIR AVAILABLE – April 16, 2019 - Install a new electric (after-run) coolant pump and update ECM software.• See ELSA/ServiceNet for complete repair & claiming instructions• Check daily campaign open inventory report or OMD for affected vehicles in inventory• Repair every affected inventory vehicle <u>before delivery to consumers</u>.		
Campaign Expiration Date	This campaign expires on December 31, 2023 . 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 dealership's normal parts and labor cost associated with this repair will apply.		
Parts Department:	Parts will be allocated prior to owner notification. If allocated parts have been used and your dealership is at the weekly Upper Order Limit, please submit the backordered sales document number to upperorderlimits@audi.com to have additional parts released.		
Notes:	Affected vehicles: U.S.A.: Certain 2012-2017 MY Audi vehicles with a 2.0L TFSI engine CANADA: Certain 2013-2017 MY Audi vehicles with a 2.0L TFSI engine <ul style="list-style-type: none">• Schedule owner repairs immediately• Owner mailing – April 2019		

-END OF MESSAGE-

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Audi Public Relations.