

# Service Action

## Code: 19N8



<b>Subject</b>	<b>After-Run Coolant Pump</b>
<b>Release Date</b>	April 16, 2019
<b>Affected Vehicles</b>	<b>U.S.A.: Certain 2012-2017 MY Audi vehicles with a 2.0L TFSI gasoline engine</b> <b>CANADA: Certain 2013-2017 MY Audi vehicles with a 2.0L TFSI gasoline engine</b> <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 &amp; verification source.</i> <ul style="list-style-type: none"><li>✓ Campaign status must show "open."</li><li>✓ 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.</li></ul>
<b>Problem Description</b>	Power to the electric (after-run) coolant pump was disconnected under Safety Recall 19N4.
<b>Corrective Action</b>	Install a new electric (after-run) coolant pump and update ECM software.
<b>Parts Information</b>	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 <a href="mailto:upperorderlimits@audi.com">upperorderlimits@audi.com</a> to have additional parts released.
<b>Code Visibility</b>	On or about April 16, 2019, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.accessaudi.com">www.accessaudi.com</a> & OMD Web). A list will not be posted for dealers who do not have any affected vehicles. On or about April 16, 2019, this campaign code will show open on affected vehicles in Elsa. On or about April 16, 2019, affected vehicles will be identified with this campaign code in the VIN Lookup tool at <a href="http://www.audiusa.com">www.audiusa.com</a> .
<b>Owner Notification</b>	Owner notification will take place in April 2019. Owner letter examples are included in this bulletin for your reference.
<b>Campaign Expiration Date</b>	This campaign expires on <b>December 31, 2023</b> . 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.
<b>Additional Information</b>	<b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b> <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.

<b>Service Number</b>	19N8								
<b>Damage Code</b>	0099								
<b>Parts Vendor Code</b>	002								
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90								
<b>Causal Indicator</b>	Mark electric (after-run) coolant pump as causal part*								
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action								
<b>Criteria I.D.</b>	01								
	<p>Remove connector plug and install after-run coolant pump</p> <p>Labor operation:     1947 55 99                             70 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>06H965559H</td> <td>After-run coolant pump*</td> </tr> </tbody> </table> <p>-AND-</p> <p>Connect battery charger.</p> <p>Labor operation:     2706 89 50                             10 T.U.</p> <p>-AND-</p> <p>Connect vehicle diagnostic tester, update engine control module software</p> <p>Labor operation:     2470 25 99                             Time stated on diagnostic protocol</p> <table border="1"> <tr> <td style="background-color: #ADD8E6;"><b>!</b> <b>NOTE</b></td> </tr> <tr> <td>Operating mode "Flash" must be used. Performing this software update using "Diagnosis" (Guided Fault Finding) could result in non-payment of the claim.</td> </tr> </table>	Quantity	Part Number	Description	1.00	06H965559H	After-run coolant pump*	<b>!</b> <b>NOTE</b>	Operating mode "Flash" must be used. Performing this software update using "Diagnosis" (Guided Fault Finding) could result in non-payment of the claim.
Quantity	Part Number	Description							
1.00	06H965559H	After-run coolant pump*							
<b>!</b> <b>NOTE</b>									
Operating mode "Flash" must be used. Performing this software update using "Diagnosis" (Guided Fault Finding) could result in non-payment of the claim.									

Continued on next page.

Criteria I.D.	02 -or- 03												
	<p>Remove connector plug and install after-run coolant pump</p> <p>Labor operation:     1947 55 99                             70 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>06H965559K</td> <td>After-run coolant pump*</td> </tr> <tr> <td colspan="3" style="text-align: center;">-OR-</td> </tr> <tr> <td>1.00</td> <td>06H965559H</td> <td>After-run coolant pump*</td> </tr> </tbody> </table> <div style="background-color: #a0c0ff; padding: 5px; border: 1px solid black; margin-top: 10px;"> <p><b>!</b> <b>NOTE</b></p> <p>Either pump can be used based on part availability for criteria 02 or 03 vehicles.</p> </div> <p>-AND-</p> <p>Connect battery charger.</p> <p>Labor operation:     2706 89 50                             10 T.U.</p> <p>-AND-</p> <p>Connect vehicle diagnostic tester, update engine control module software</p> <p>Labor operation:     2470 25 99                             Time stated on diagnostic protocol</p> <div style="background-color: #a0c0ff; padding: 5px; border: 1px solid black; margin-top: 10px;"> <p><b>!</b> <b>NOTE</b></p> <p>Operating mode "Flash" must be used. Performing this software update using "Diagnosis" (Guided Fault Finding) could result in non-payment of the claim.</p> </div>	Quantity	Part Number	Description	1.00	06H965559K	After-run coolant pump*	-OR-			1.00	06H965559H	After-run coolant pump*
Quantity	Part Number	Description											
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-OR-													
1.00	06H965559H	After-run coolant pump*											

**- AND, ONLY IF NECESSARY -**

Criteria I.D.	ALL (ONLY if after-run coolant pump connector found damaged)																					
	<p>Replace after-run coolant pump connector housing and wires.</p> <p>Labor operation:     9709 41 99                             50 T.U.</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Up to 1.00</td> <td>000979940</td> <td>Butt connector for 0.5 mm wire</td> </tr> <tr> <td>Up to 2.00</td> <td>000979941</td> <td>Butt connector for 1.0 mm wire</td> </tr> <tr> <td>Up to 1.00</td> <td>000979034E</td> <td>0.5 mm wire</td> </tr> <tr> <td>Up to 1.00</td> <td>000979159E</td> <td>1.0 mm wire</td> </tr> <tr> <td>Up to 3.00</td> <td>3C0972741</td> <td>Wire seal</td> </tr> <tr> <td>Up to 1.00</td> <td>4H0973703</td> <td>Connector housing</td> </tr> </tbody> </table>	Quantity	Part Number	Description	Up to 1.00	000979940	Butt connector for 0.5 mm wire	Up to 2.00	000979941	Butt connector for 1.0 mm wire	Up to 1.00	000979034E	0.5 mm wire	Up to 1.00	000979159E	1.0 mm wire	Up to 3.00	3C0972741	Wire seal	Up to 1.00	4H0973703	Connector housing
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Up to 1.00	4H0973703	Connector housing																				

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**Subject: Service Action 19N8 – Electric (After-Run) Coolant Pump  
Certain 2012-2017 Model Year Audi Vehicles with a 2.0L TFSI Gasoline Engine**

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 2012-2017 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Power to the electric (after-run) coolant pump in your vehicle was disconnected under Safety Recall 19N4.

**What will we do?** Your authorized Audi dealer will install a new electric (after-run) coolant pump and update the Engine Control Module (ECM) software in your vehicle. This work will take about one (1) 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](http://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, 2023**. 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](http://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](http://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 19N8 – Electric (After-Run) Coolant Pump  
Certain 2013-2017 Model Year Audi Vehicles with a 2.0L TFSI Gasoline Engine**

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 2013-2017 model year Audi 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](http://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

**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.

**Repair Overview**

Criteria	Description	Repair
01	Produced before 12.31.2012 (except A6 models)	Install 06H.965.559.H (Pierburg) pump and update ECM software
02	Produced after 12.31.2012 (except A6 models)	Install 06H.965.559.H -or- 06H.965.559.K pump and update ECM software
03	A6 models	Install 06H.965.559.H -or- 06H.965.559.K pump and update ECM software



- Remove connector plug, install new after-run coolant pump and update ECM software.

## Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01	1	06H.965.559.H	After-run Coolant Pump (Pierburg)
02 or 03	1	06H.965.559.H	After-run Coolant Pump (Pierburg)
	-OR-		
	1	06H.965.559.K	After-run Coolant Pump (Buehler)

### 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>Battery Tester/Charger - GRX3000VAS- (or equivalent)</p>	 <p>Diagnostic Tester -VAS6150X / VAS6160X- (or equivalent)</p>
 <p>Torque Wrench 5-50Nm -VAG1331- (or equivalent)</p>	 <p>Torque Wrench 1783 2-10Nm -VAG1783- (or equivalent)</p>
 <p>Hose Clamps - Up To 25mm -3094- (or equivalent)</p>	

## 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

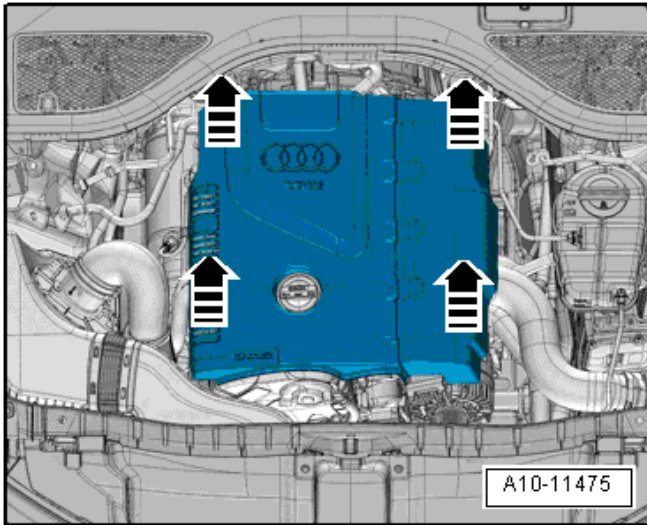
On the date of repair, print this screen and keep a copy with the repair order.

- 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**

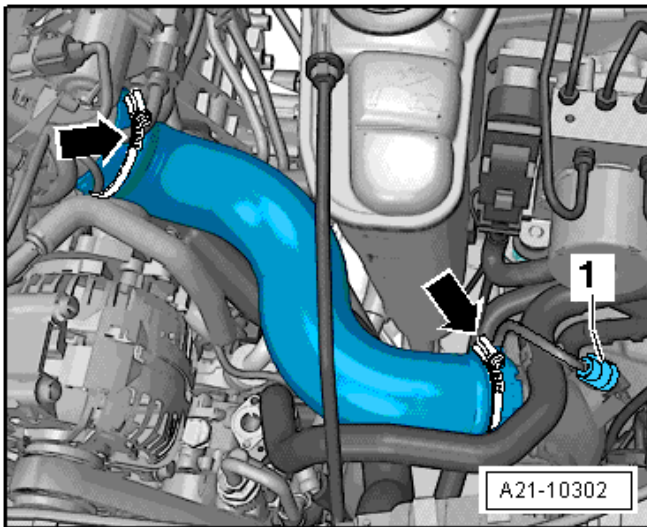


## Section B – Remove Connector Plug and Install After-run Coolant Pump



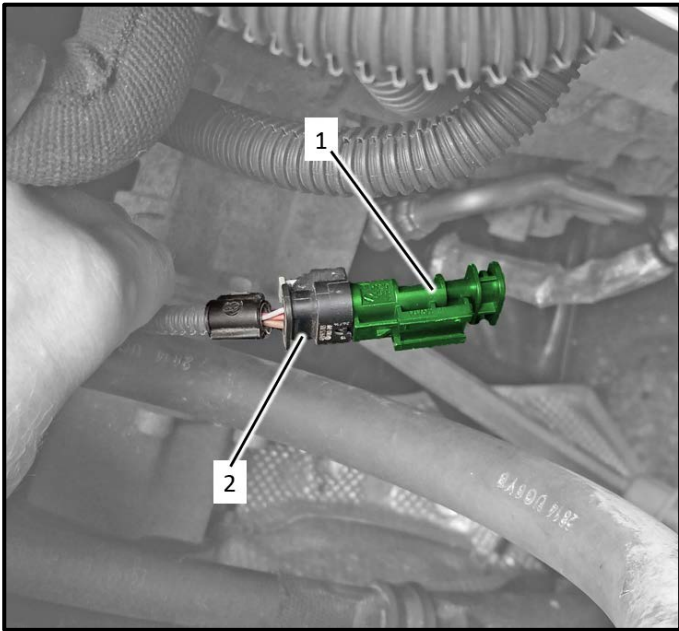
### Remove engine cover:

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



### Remove intake air hose:

- Loosen the hose clamps <arrows> and remove the air duct hose.



**Remove connector plug:**

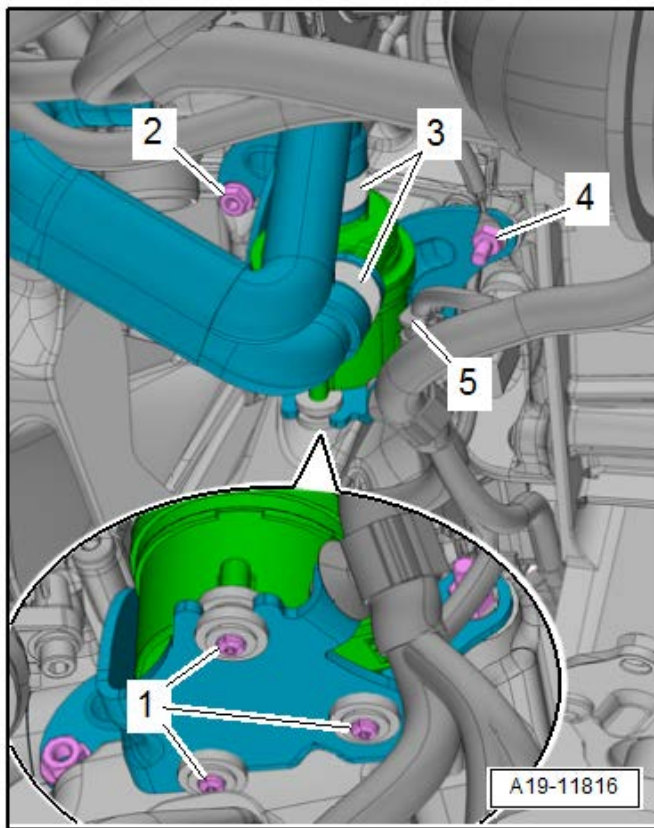
- Carefully cut and discard tie wrap.
- Disconnect and discard connector plug <1> from connector <2>.



**Inspect connector to after-run coolant pump -V51-:**

- Check the wiring connector AND the coolant pump connector housing for the following:
  - Signs of overheating
  - Pin corrosion
  - Coolant intrusion
- The wiring connector housing, pins and seals must be replaced if the connector housing is found damaged at the time of repair.

Qty.	Part Number	Part Description
1	000.979.940	Butt connector for 0.5 mm wire
2	000.979.941	Butt connector for 1.0 mm wire
1	000.979.034.E	0.5 mm wire
1	000.979.159.E	1.0 mm wire
3	3C0.972.741	Wire seal
1	4H0.973.703	Connector housing



## Removing after-run coolant pump -V51-

### **⚠ 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 bottle cap with a cloth and then open it slowly to release the pressure.

- Loosen the hose clamps <3>.
- Clamp off the coolant hoses with the -3094- and remove hoses from the after-run coolant pump.

### **i TIP**

Removing the coolant hoses from the after-run coolant pump before removing the pump from the engine will make removal and installation of the pump/bracket assembly easier.

- Disconnect the connector <5>.
- Remove the nut <4> free up the ground wire, and then remove the double bolt.
- Remove the nut <2>.

### **i TIP**

An extendable magnet may be required to ensure nut <2> isn't dropped during removal.

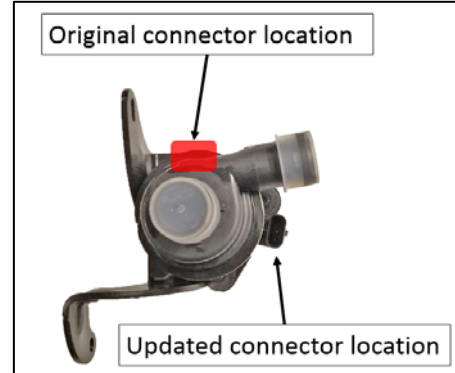
- The new after-run coolant pump comes with an updated bracket already installed. Bolts <1> will not require removal.

## Installing new after-run coolant pump -V51-



### NOTE

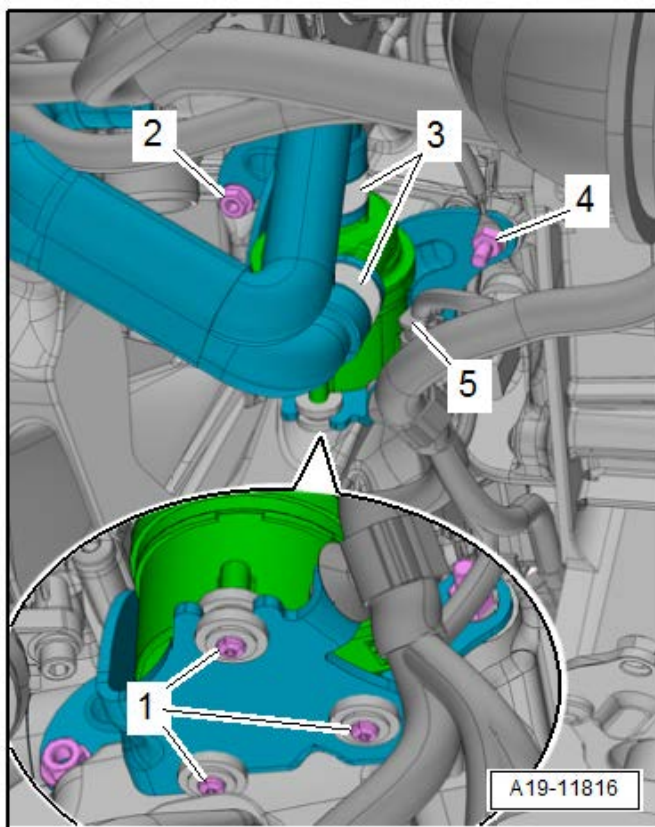
Due to the new location of the connector on the new pumps, the after-run coolant pump wiring harness <arrow> may have to be routed so it does not come into contact with the pump coolant hose.



### TIP

When installing nut <2>, a swivel socket may not clear the coolant hose fitting.

- Attach securing nut to index finger using some sealant cord ("dum-dum").
- Position securing nut on stud with index finger.
- If necessary, hold securing nut from above with a flat-bladed screwdriver and at the same time screw on securing nut with index finger until a socket can be used on the nut.



- Install new after-run coolant pump/bracket assembly.

Crit.	Part Number	Part Description
01	06H.965.559.H	After-run coolant pump (Pierburg)
02 or 03	06H.965.559.H	After-run coolant pump (Pierburg)
	-OR-	
	06H.965.559.K	After-run coolant pump (Buehler)

- Install nut <2> and torque to 9 Nm.
- Install double bolt at location <4> and torque to 9 Nm.
- Install ground wire.
- Install nut at location <4> and torque to 9 Nm.
- Install hoses and secure hose clamps <3>.

**CAUTION**



Before plugging in the connector for the after-run coolant pump, make sure there is no coolant inside the connector housing of the after-run coolant pump.

- Connect connector <5>.

**Proceed to Section D.**

## Section D – ECM Software Update

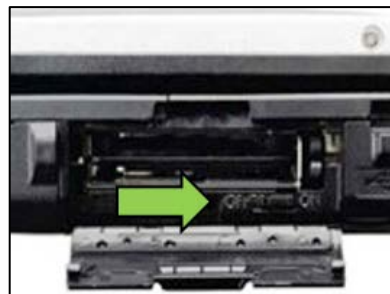
### NOTE

**Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;**

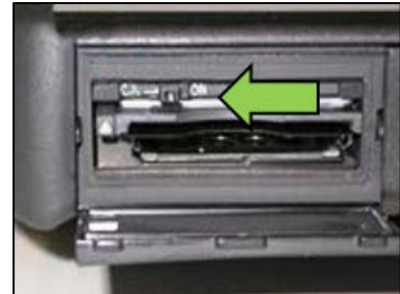
- ✓ **The ODIS software is completely up to date.**
  - Refer to the “Alerts” section on ServiceNet home page for the current ODIS version.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
  - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
  - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
  - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **Flash process through “Audi Flashing” not Guided Fault Finding (GFF).**
  - DO NOT USE Guided Fault Finding (GFF) to perform this flash. Damage caused to control modules while using GFF will not be covered.
- ✓ **If using a Bluetooth transmitter head, it is connected to the tester with a USB cable.**
  - Performing a software update using a Bluetooth connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth.
- ✓ **The Bluetooth function of the scan tool is physically switched off <see pictures below>.**



**VAS 6150 & VAS 6150A**  
(Front panel behind handle)



**VAS 6150B**  
(Right side behind WIRELESS door)



**VAS 6150C**  
(Left side behind SC/EX door)

## **⚠ WARNING**

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

## **i TIP**

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2014603: *Software Version Management (SVM) Operating Instructions*.

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

- Open the hood.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery or underhood charging posts.

## **! NOTE**

When connecting the charger directly to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. **DO NOT** connect the ground cable directly to negative terminal of the battery.

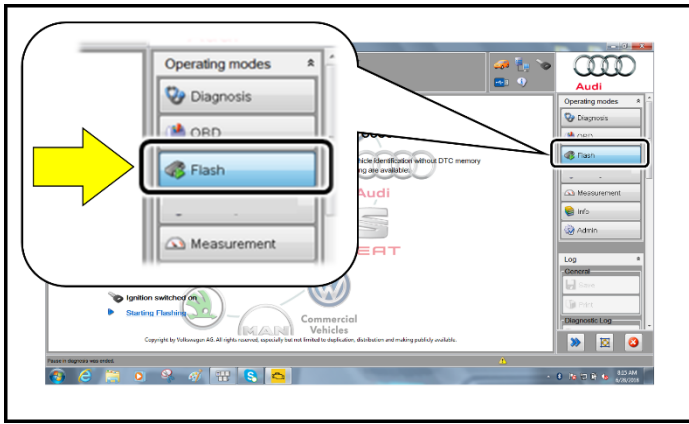
- Switch on the hazard warning lights.

## **⚠ CAUTION**

The procedure may cancel itself if the hazard warning lights are not switched on. The hazard warning lights prevent the system from switching to bus sleep mode during the update.

- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.
- Confirm that scan tool is communicating with the diagnostic head by USB cable.
  - If the Bluetooth or WiFi symbol is shown, then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.

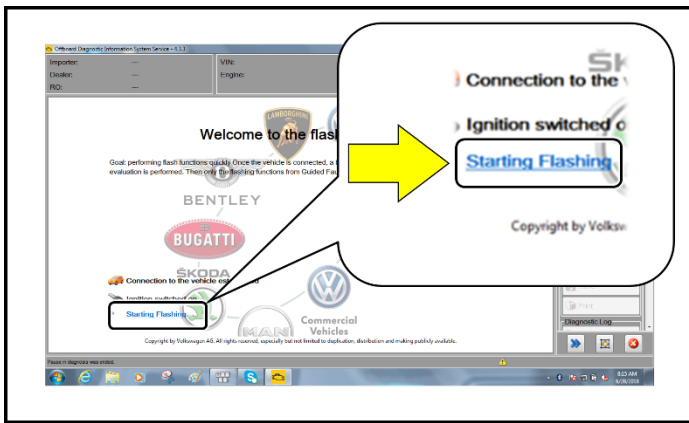




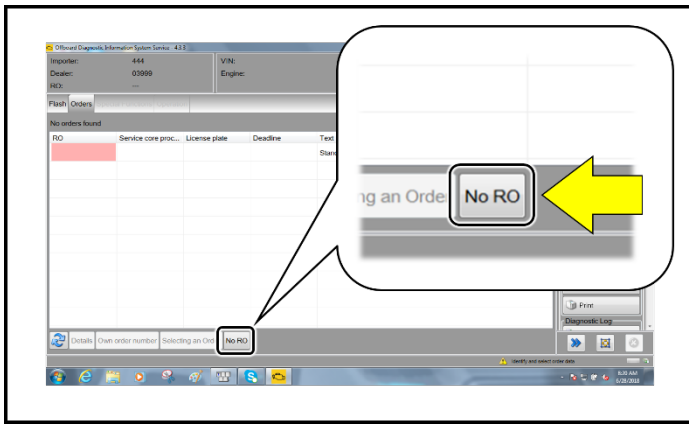
- From the home screen of the scan tool highlight **“Flash”**.

**NOTE**

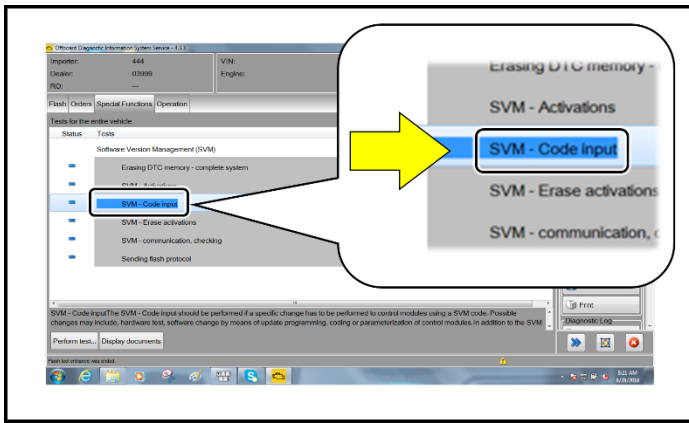
Operating mode “Flash” must be used. Performing this software update using “Diagnosis” (Guided Fault Finding) could result in non-payment of the claim.



- Select **“Starting Flashing”** and follow the on-screen prompts.

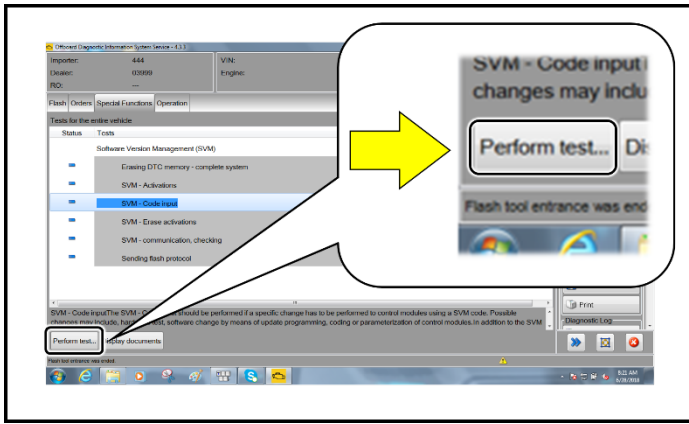


- Select **“No RO”**.



- Highlight **“SVM – Code Input”**.





- Select “Perform test”.

**NOTE**

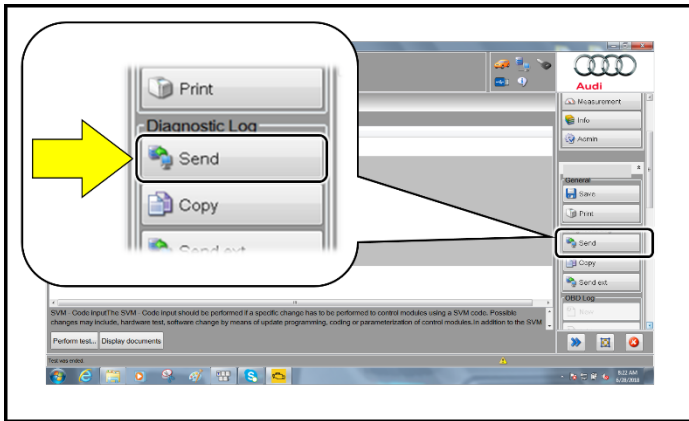
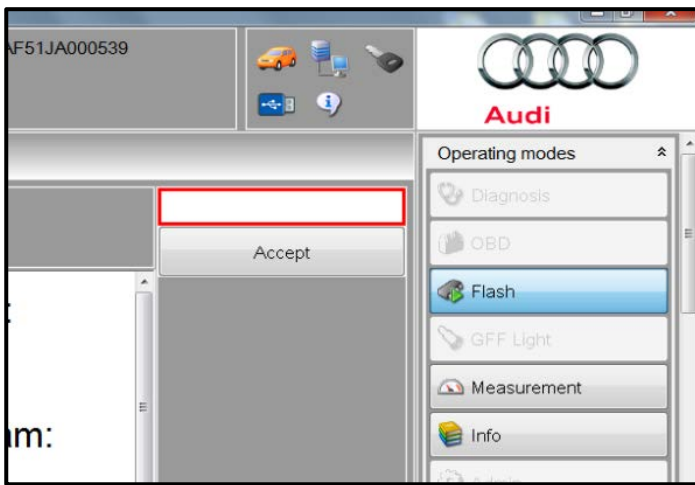
Using **Bluetooth** for this action is **PROHIBITED!**

Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM flash process is not covered.

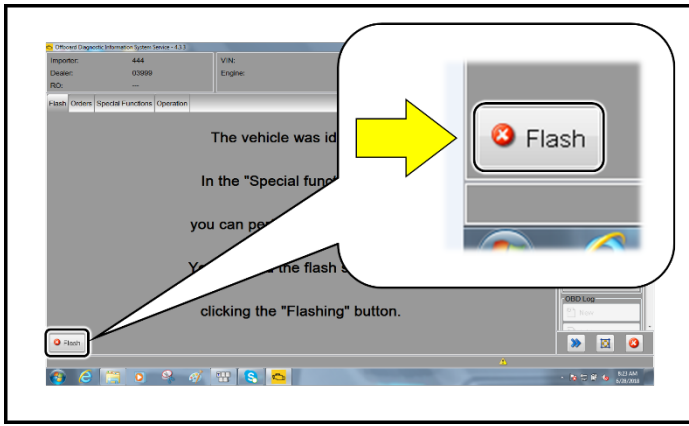
Enter the corrective action code (SVM code) that is applicable based upon the recall that was performed as listed below:

SVM code
<b>19N8B008</b>

- Select “Accept”.
- Follow the on-screen prompts.



- After receiving confirmation that the flash completed successfully, select “Send” to send the diagnostic protocol online.
- Follow the on-screen prompts.



- Click “Flash” to exit the flash session.
- **Proceed to Section E.**

## Section E – Campaign Completion Stamp

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

SAGA Code: \_\_\_\_\_  
Technician: \_\_\_\_\_  
Date: \_\_\_\_\_

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-OR-

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

Code de SAGA: \_\_\_\_\_  
Technicien: \_\_\_\_\_  
Date: \_\_\_\_\_

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

## Section F - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.