

Service Action

Code: 19P9



Subject
Release Date
Affected Vehicles

Engine Coolant Concentration

March 2, 2021

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2020	2020	A6 ALLROAD	10
USA	2019	2021	A6 SEDAN	15
USA	2020	2021	A7	11
USA	2020	2021	S6 SEDAN	26
USA	2020	2021	S7	38
CAN	2020	2020	A6 ALLROAD	2
CAN	2020	2020	A6 SEDAN	3
CAN	2020	2020	A7	2
CAN	2020	2020	S6 SEDAN	1

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 only 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

Due to a production irregularity, the cooling system in affected vehicles may have been filled with an antifreeze concentration for min. -25 degrees Celsius instead of the required concentration for min. -40 degrees Celsius.

Corrective Action

Check engine coolant protection and add coolant concentrate if necessary.

Code Visibility

On or about March 2, 2021, the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in March 2021. Owner letter examples are included in this bulletin for your reference.

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 dealerships normal costs 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.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Parts Information

Initial Allocation:

NO

There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1.3 L	<u>U.S. Dealers:</u> G -12E-100-1L DSP <u>Canadian Dealers:</u> G -12E-100-2L DSP	G12 EVO Coolant Concentrate	See Parts on Command

NOTE

The specified part numbers reflect the status at the start of this 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.

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

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	19P9		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	01		
	Check coolant freeze protection and adjust coolant, if necessary		
	LABOR		
	Labor Op	Time Units	Description
	1938 17 99	20	Check and adjust coolant
	PARTS		
	Quantity	Part Number	Description
	1.30	<u>U.S. Dealers:</u> G 12E1001LDSP	COOLANT (Concentrate)
		<u>Canadian Dealers:</u> G 12E1002LDSP	

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Subject: Service Action 19P9 – Engine Coolant Concentration

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 2019-2021 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Due to a production irregularity, the cooling system in affected vehicles may have been filled with an incorrect antifreeze concentration that could potentially affect freeze protection.

What will we do? Your authorized Audi dealer will check the engine coolant protection and add coolant concentrate if necessary. This work will take about half an 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, 2023.** If you wish to have this service performed after that date, your dealer's normal costs 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: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Subject: Service Action 19P9 – Engine Coolant Concentration

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 2020 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Due to a production irregularity, the cooling system in affected vehicles may have been filled with an incorrect antifreeze concentration that could potentially affect freeze protection.

What will we do? Your authorized Audi dealer will check the engine coolant protection and add coolant concentrate if necessary. This work will take about half an 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.

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 costs 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.

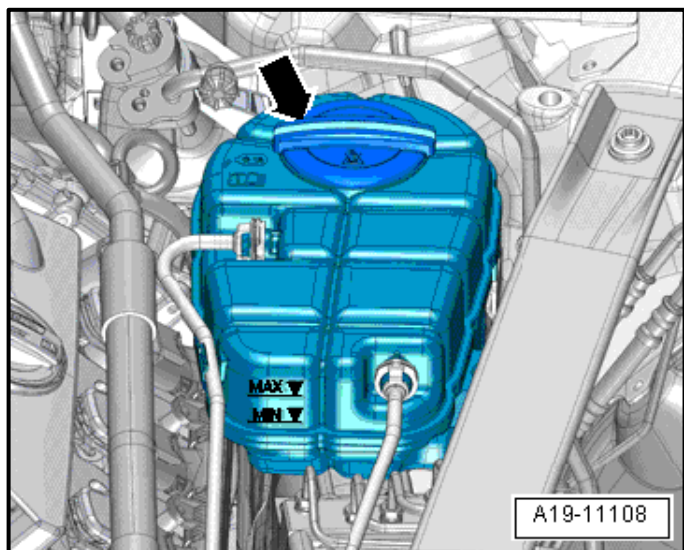
Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

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



- Check coolant freeze protection and add coolant concentrate if necessary.

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.

Required Tools



Analog Refractometer
-T10007A/B-
(or equivalent)

Repair Instruction

Section A - Check for Previous Repair

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

EXAMPLE

Campaign/Action	Start	Designation
→ 3	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

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.

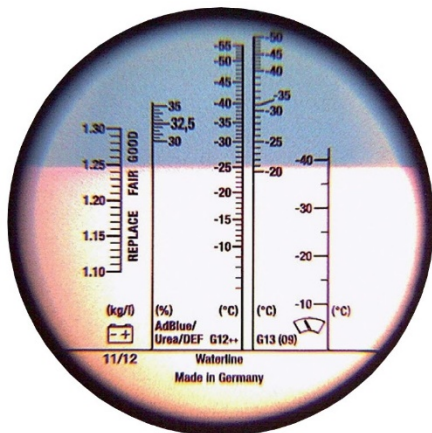
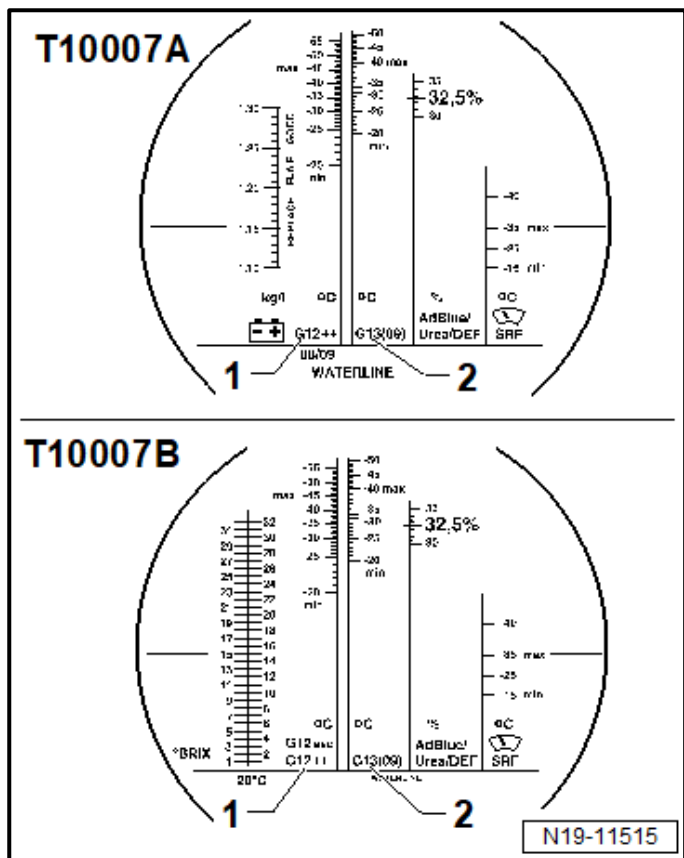
CRITICAL REPAIR STEP



If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- All Safety Recalls must be completed prior to completing this campaign.**
- Proceed to Section B.**

Section B – Repair Procedure



⚠ CAUTION

The cooling system is under pressure when the engine is warm. 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.

- Use the pipette to apply a drop of coolant to the glass on the -T10007A/B-. The cut-off line can now be clearly recognized through to the refractometer.
- Use the corresponding scale to determine the coolant freeze protection. Read the value on the cut-off line to do so.

! NOTE

- The scale <1> on the refractometer refers to the G12++ and G12evo coolant additives.
- The scale <2> only applies to coolant additive G13.
- Check the anti-freeze concentration (affected cars will read -25 degrees Celsius before the correction).
- Extract all the coolant from the coolant expansion tank.
- Add approx. 1.3 more liters of concentrated antifreeze.
 - **DO NOT use pre-mixed coolant.**
- Coolant level must be at "MAX" mark when engine is cold.

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.
- **Proceed to Section D**

Section D - 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.