



AUDI DEALER COMMUNICATION

Repair Available – Service Action 19P9 / Engine Coolant Concentration

This notice is for:

✓ Dealer Principal	✓ Service Manager	✓ Warranty Administrator
✓ General Manager	✓ Parts Manager	✓ Technicians
✓ Sales Managers	✓ Service Advisor	

Date: March 01, 2021

Issue: 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.

Repair:

- REPAIR AVAILABLE – March 02, 2021 - check the engine coolant protection and add coolant concentrate if necessary.
- 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 before delivery to consumers.

Parts Allocation: There will be no parts allocation.

Affected Vehicles

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

**Counts reflect overall population; some vehicles may have already been repaired. 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.*

Notes:

- Schedule owner repairs immediately
- Owner mailing – March 2021
- Service action expiration date: **December 31, 2023**

-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.