

# Service Action

## Code: 19P5



Subject	Cooling System Flush & Coolant Replacement				
Release Date	March 18, 2021				
Affected Vehicles					
	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
	USA	2019	2019	E-TRON QUATTRO	12
	<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>				
	<i>✓ Campaign status must show "open."</i>				
	<i>✓ 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.</i>				
Problem Description	G13 coolant was mistakenly filled into the affected vehicles instead of G12evo coolant during a workshop visit. In certain circumstances, this could result in a cooling system leak.				
Corrective Action	Flush cooling system and replace coolant with the proper type.				
Code Visibility	On or about March 18, 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 <b>December 01, 2025</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 costs associated with this repair will apply.				
Additional Information	<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>				
	Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u> .				

## Parts Information

<b>Parts Control Type:</b> <b>VIN to Order</b>	If parts are needed to support a vehicle repair: <ul style="list-style-type: none"> <li>US Dealers - use AVA</li> </ul>
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<b>Parts Control Type:</b> <b>Free Order</b>	Parts will be managed by Free Order
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<b>Initial Allocation:</b> <b>NO</b>	Due to the small number of affected vehicles there will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.
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<b>Repair Projection Tool:</b> <b>(right click to open)</b>	
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
K1	Up to 10	G -12E-050-1G DSP	G12evo COOLANT (1 gallon pre-mixed)	POC Drop Ship
	1	4KE-121-809	LEAD SEAL	VIN to Order
	2	N -911-407-01	BOLT	Free Order
	2	N -911-900-02	BOLT	Free Order

### 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.

<b>Service Number</b>	19P5		
<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 SEAL as causal part*		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
<b>Criteria I.D.</b>	K1		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	1938 17 99	400	Flush cooling system (includes GFF/battery charge)
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	4KE121809	SEAL*
	Up to 10.00	G 12E050S0	COOLANT
	2.00	N 91140701	HEXAGON SOCKET OVAL HEAD BOLT (COMBI)
	2.00	N 91190002	BOLT
	<b>Outside Material</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1	SPECIALTOOLS	Special tools -VAS542007/5- and -VAG1274B/14-
			<b>Max. Dollar Amount</b>
			\$234.12
	<p><i>Special tools -VAS542007/5- and -VAG1274B/14- can be claimed <b>ONE TIME</b> per dealer</i></p> <p><i>Max Dollar Amount breaks down as follows:</i></p> <p>-VAS542007/5- = \$120.00</p> <p>-VAG1274B/14- = \$74.40</p> <p>Shipping = varies</p> <p>Sales tax = varies</p>		

## 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 19P5 - Cooling System Flush & Coolant Replacement**

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

**What is the issue?** G13 coolant was mistakenly filled into the affected vehicles instead of G12evo coolant during a workshop visit. In certain circumstances, this could result in a cooling system leak.

**What will we do?** Your authorized Audi dealer will flush the cooling system and replace the coolant with the proper type. This work will take about a day 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 01, 2025. 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](http://www.audiusa.com).

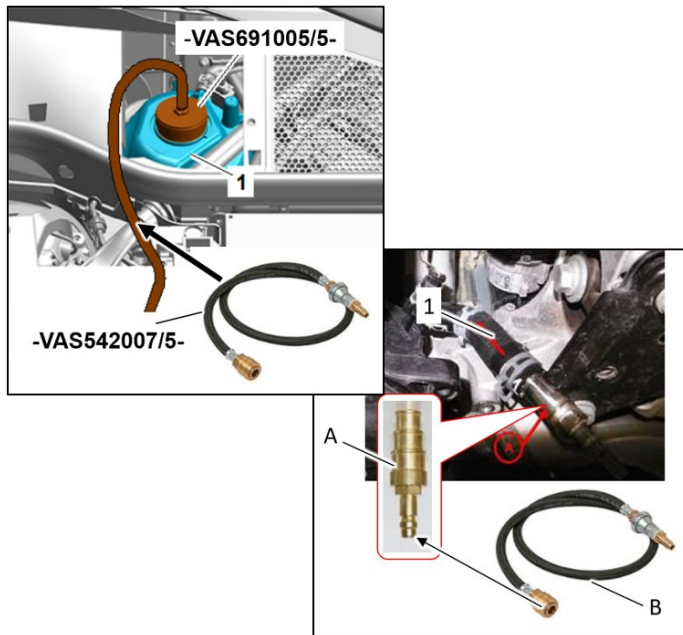
**Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at [www.audiusa.com](http://www.audiusa.com) and enter your Vehicle Identification 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

## Repair Overview



- Flush cooling system.

### NOTE

The cooling system flush procedure must be performed twice.

### 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.

## Safety Precautions When Working NEAR the High-voltage System

### ⚠ DANGER

#### Extremely dangerous due to high voltage.

- The voltage levels in the high-voltage system constitute a safety hazard. Danger of severe or fatal injuries from electric shock if high-voltage components or high-voltage wiring are damaged.
- Carry out a visual check of high-voltage components and high-voltage wiring.
- Never use cutting/forming tools or other sharp-edged implements.
- Never perform work using welding, brazing, thermal bonding or hot air in the area of high-voltage components and high-voltage cables.

## Required Tools

### SPECIAL ORDERING INSTRUCTIONS

-VAS542007/5- and -VAG1274B/14- will be used exclusively for this campaign. The supply of these tools is limited to the 12 vehicles needing the 19P5 repair.

**The -VAS542007/5- and -VAG1274B/14- cannot be ordered online!**

When an appointment is made for the 19P5 repair, contact Audi Special Tools and Equipment Program to order the tools as follows:

- Send an E-mail to [vwaudi@snapon.com](mailto:vwaudi@snapon.com)
- Enter 19P5\_[complete VIN #] in the subject line
- Provide the following information in the body of the e-mail:
  - VIN Number
  - Receiving Contact at Dealer (first and last name)
  - Dealer Code
  - Dealer Name
  - Complete Shipping Address
  - Phone # for Receiving Dealer
  - Receiving contact's e-mail address
- Audi Special Tools and Equipment will validate that the VIN number is affected by the 19P5 and then process the order.
- If there are questions regarding the order, contact the Audi Special Tools and Equipment Program @ 1-800-892-9650.
- **IMPORTANT:** if your dealer will be repairing more than one vehicle affected by the 19P5, the tools DO NOT have to be reordered.



Compressed Air Adapter  
-VAS542007/5-



Cooling System Tester -  
Hose Adapter Set  
-VAG1274B/14-



Cooling System Tester -  
Directional Valve  
- VAS691005/5-



Cooling System Charge Kit  
-VAS6096-

## 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.

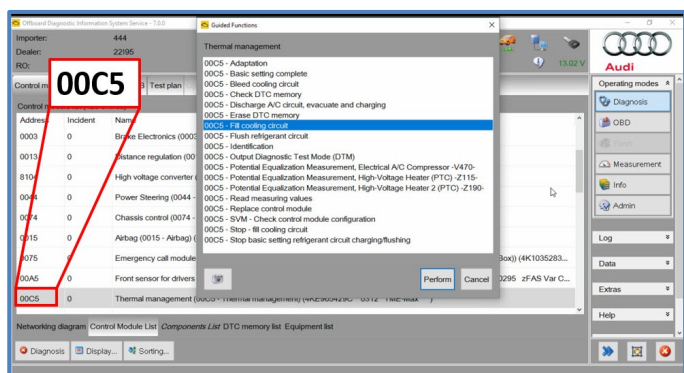
#### CRITICAL REPAIR STEP

 **STOP!** 

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 – Flushing Cooling System



Using ODIS, prepare cooling system for filling:

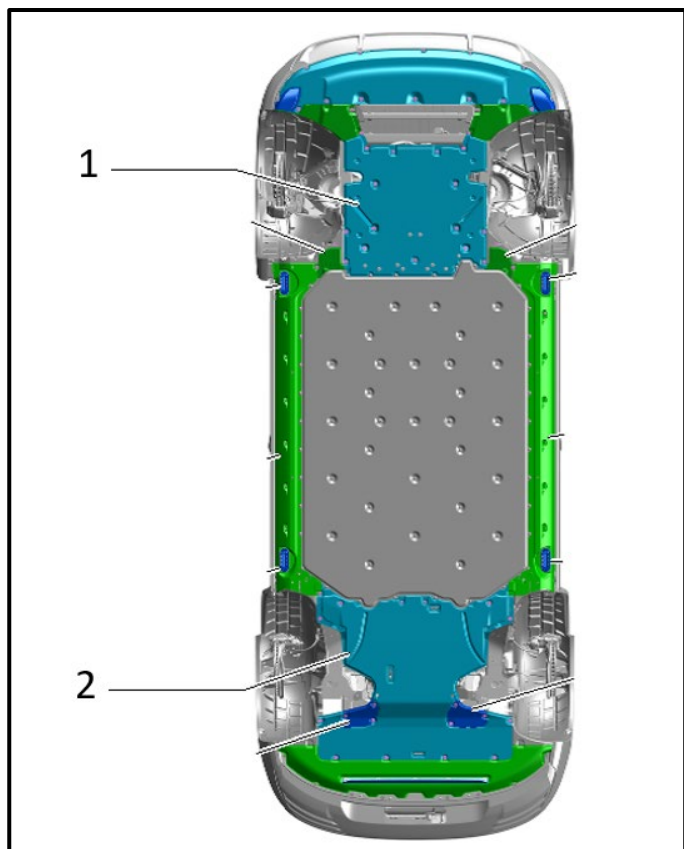
- Select Guided Functions for address “00C5 – Thermal Management.”
- Perform the test plan “00C5 – Fill cooling circuit.”

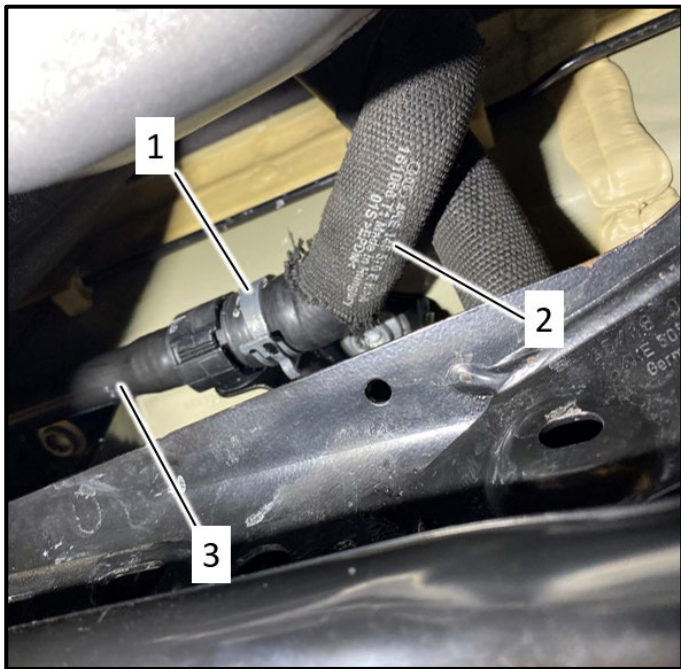
### TIP

Once the test plan is complete, the coolant valves will be open and the cooling system can be flushed. If the scan tool is disconnected from the vehicle, save the ODIS session. The test plan populates an additional test plan that will be needed later in the procedure.

Remove front and rear underbody trim panels:

- See ELSA Repair Manual: *Repair manual* > *Body* > *Body Exterior* > *66 Exterior Equipment* > *Underbody Trim Panel*





#### Disconnect rear coolant hose:

##### **⚠ WARNING**

**The cooling system is under pressure. Risk of scalding by hot steam and hot coolant. Possibility of scalding the skin and other parts of the body.**

Wear safety gloves.

Wear protective eyewear.

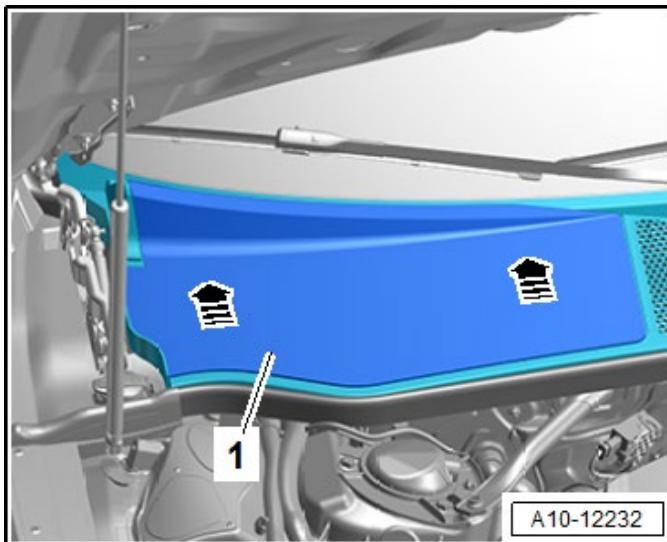
Reduce the pressure: cover the coolant expansion tank cap with a cloth and carefully open.

- Place a drip tray under the vehicle to capture coolant.
- Locate the coolant connection at the rear of the high voltage battery.
- Loosen clamp <1> and remove coolant hose <2> from coolant pipe <3>.

##### **i TIP**

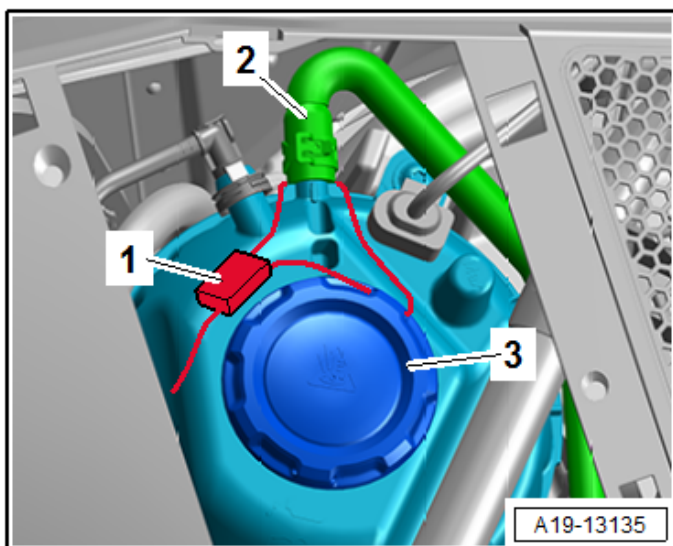
Attaching a scrap length of hose to the coolant hose <2> and coolant pipe <3> will prevent escaping coolant from pooling on top of the high voltage battery and other vehicle components.

The hose should be long enough to hang past the bottom of the high voltage battery.



#### Access coolant reservoir:

- Remove the cover <1> toward the rear in direction of <arrows> and remove.



#### Open coolant expansion tank:

- Open the coolant expansion tank cap <3> by cutting the seal loop <1>.



#### Flush coolant (rear of vehicle):

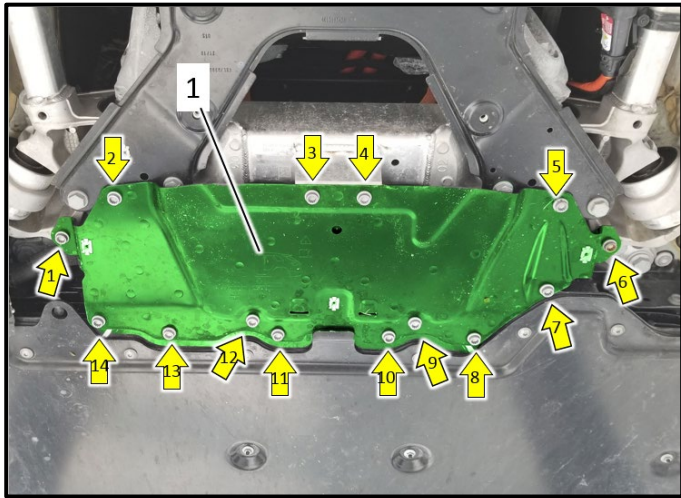
##### **CAUTION**

Pressure hose -VAS542007/5- must always be used, as it has an integrated pressure reducer.

- Connect adapter -VAS691005/5- with black pressure hose -VAS542007/5- to the coolant expansion tank.
- Connect pressure hose -VAS542007/5- to an air supply and flush cooling system for approximately 5 minutes via the coolant expansion tank.
- Approximately 12 liters of coolant should be flushed out.

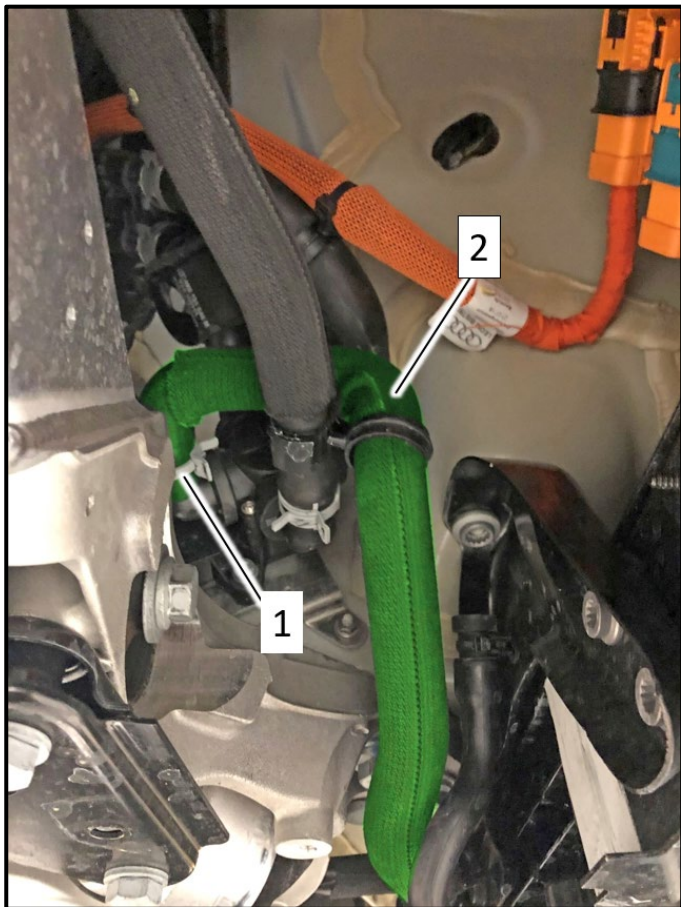
#### Once the flush is complete:

- Disconnect adapter.
- Reinstall expansion tank cap.
- Do not install seal at this time.



### Remove front impact guard:

- Remove bolts <arrows> and remove impact guard <1>.



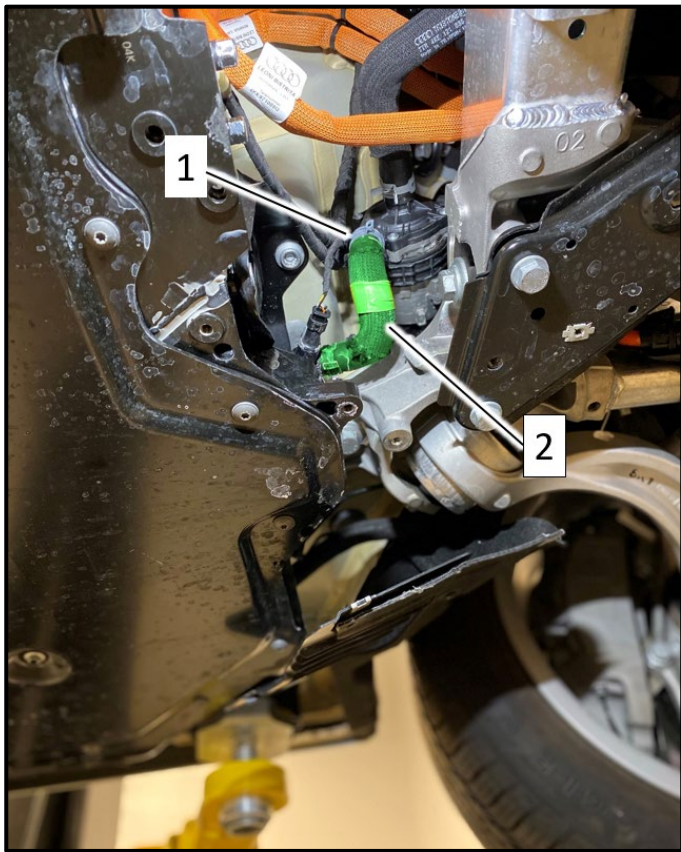
### Disconnect return hose:

- Loosen clamp <1>.
- Remove hose <2> from valve.

#### **TIP**

Attach scrap lengths of hose to prevent escaping coolant from pooling on top of the high voltage battery and other vehicle components.

The hose should be long enough to hang past the bottom of the high voltage battery.



#### Disconnect supply hose:

- Loosen clamp <1>.
- Remove hose <2> from valve.



#### Flush coolant (front of vehicle):

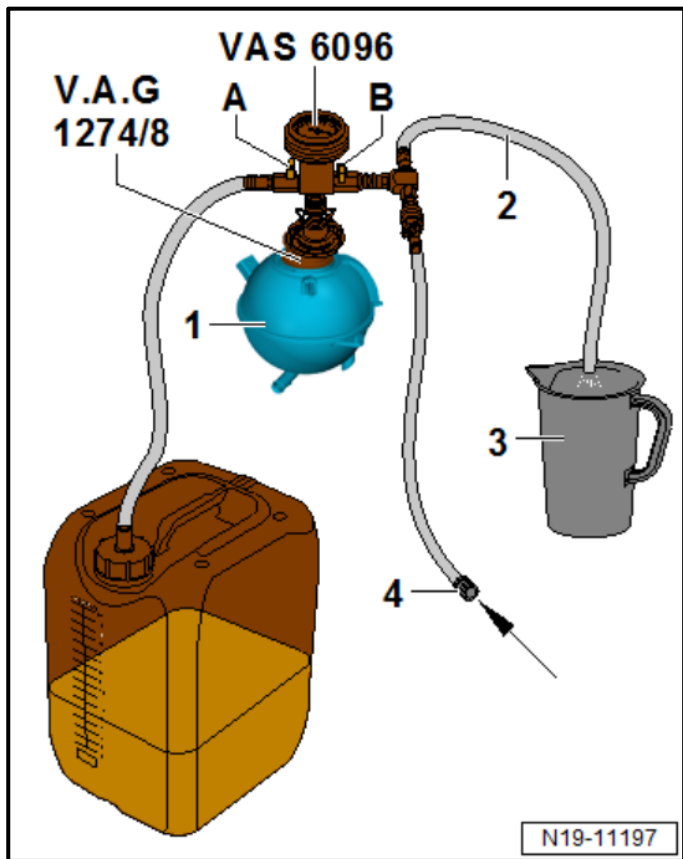
##### **⚠ CAUTION**

Pressure hose -VAS542007/5- must always be used, as it has an integrated pressure reducer.

- Connect adapter -VAG1274B/14-3- <A> to hose <1> and secure with clamp.
- Connect pressure hose -VAS542007/5- <B> to adapter <A>.
- Connect pressure hose -VAS542007/5- <B> to an air supply and flush cooling system for approximately 5 minutes.
- Approximately 3.5 liters of coolant should be flushed out.

#### After the flush is complete:

- Disconnect adapters.
- Reinstall all hoses and secure all hose clamps.



#### Fill cooling system:

- Restore the previous ODIS session.
- Fill and bleed the cooling system according to the ELSA Repair Manual and the ODIS tester.
  - ELSA Repair Manual: *Repair manual > Motor > Electric Drive Motor 0EF > 19 Cooling System > Cooling System/Coolant > Filling and Bleeding the Coolant*
- After the “Fill Cooling System” test plan is completed in GFF, the remaining relevant test plans will populate:
  - “Stop – fill coolant circuit”
  - “Bleed cooling circuit”
- Complete the populated test plans.
- ONLY use G12 EVO coolant!

#### After the procedure is completed for the first time:

- Do not install a new lead seal.
- **Repeat this entire procedure. The cooling system must be flushed twice.**

#### After the procedure is completed for the second time:

- Install a new lead seal on the coolant reservoir cap.
- Reinstall underbody trim panels in the reverse order of removal.
- Replace M6 bolts for underbody trim panels and torque to 8 Nm.
- 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.