



Audi

AUDI DEALER COMMUNICATION

Repair Available – Service Action 19P5 / Cooling System Flush & Coolant Replacement

This notice is for:

- ✓ Dealer Principal
- ✓ General Manager
- ✓ Sales Managers

- ✓ Service Manager
- ✓ Parts Manager
- ✓ Service Advisor

- ✓ Warranty Administrator
- ✓ Technicians

Date: March 17, 2021

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.

- Repair:**
- REPAIR AVAILABLE – March 18, 2021 - Flush cooling system and replace coolant with the proper type.
 - 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: Due to the small number of affected vehicles there will be no parts allocation.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2019	2019	E-TRON QUATTRO	12

**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 01, 2025**

-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.