

Service Action

Code: 19N8



Subject Document History

After-Run Coolant Pump

Date	Summary
03/27/2025	Removed expiration date Updated part numbers in parts and claiming sections General circular updates
02/18/2020	Updated claiming and work instructions: A single part number per criteria will now be used.
04/16/2019	Original publication

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2013	2016	A4 ALLROAD	6,306
USA	2013	2016	A4 SEDAN	33,120
USA	2013	2017	A5 CABRIOLET	7,284
USA	2013	2017	A5 COUPE	8,144
USA	2012	2015	A6 SEDAN	15,476
USA	2013	2017	Q5	53,866
CAN	2013	2016	A4 ALLROAD	838
CAN	2013	2016	A4 SEDAN	5,138
CAN	2013	2017	A5 CABRIOLET	332
CAN	2013	2017	A5 COUPE	1,135
CAN	2013	2015	A6 SEDAN	454
CAN	2013	2017	Q5	8,715

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

Power to the electric (after-run) coolant pump was disconnected under Safety Recall 19N4.

Corrective Action

Install a new electric (after-run) coolant pump and update ECM software.

Code Visibility

On or about April 16, 2019, affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.accessaudi.com & 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 showed open on affected vehicles in Elsa.

On or about April 16, 2019, affected vehicles were identified with this campaign code in the VIN Lookup tool at www.audiusa.com.

Owner Notification

Owner notification took place in April 2019. Owner letter examples are included in this bulletin for your reference.

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

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	06D-121-601	PUMP	Reference POC comments individually by part number, or in the POC Campaign List
	1	06H-121-079-N	BRACKET	
02 or 03	1	06H-965-559-K	PUMP	

NOTE

Your dealer's Estimated Remaining Repairs by campaign can be found in Parts on Command.
Click on "View Campaign List" and review the Estimated Remaining Repairs column.

NOTE

Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

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 a customer declines campaign work, refer to the "Customer Declines Campaign/Update Repair" section in the Campaign/Update Policy and Procedures Manual.

Service Number	19N8		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark PUMP* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	01		
	Remove connector plug, install after-run coolant pump and update ECM software		
	LABOR		
	Labor Op	Time Units	Description
	1947 55 99	70	Remove connector plug, install after-run coolant pump
	2706 89 50	SEE ELSA	Charge battery
	2470 25 99	Time stated on diagnostic protocol	Software update (GFF Operations)
	PARTS		
	Quantity	Part Number	Description
	1.00	06D121601	PUMP*
	1.00	06H121079N	BRACKET

Continued on next page

Criteria I.D.	02 or 03		
	Remove connector plug, install after-run coolant pump and update ECM software		
	LABOR		
	Labor Op	Time Units	Description
	1947 55 99	70	Remove connector plug, install after-run coolant pump
	2706 89 50	SEE ELSA	Charge battery
	2470 25 99	Time stated on diagnostic protocol	Software update (GFF Operations)
	PARTS		
	Quantity	Part Number	Description
	1.00	06H965559K	PUMP*

AND	Add the following, as needed, ONLY if after-run coolant pump connector found damaged)		
	LABOR		
	Labor Op	Time Units	Description
	1947 55 99	70	Remove connector plug, install after-run coolant pump
	PARTS		
	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

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 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.

About this Service Action:

Power to the electric (after-run) coolant pump in your vehicle was disconnected under Safety Recall 19N4. 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 work. 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.

Additional Information

- 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 your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.
- 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 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.

About this Service Action:

Power to the electric (after-run) coolant pump in your vehicle was disconnected under Safety Recall 19N4. 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. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

What should you do?

In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this work.

Additional Information

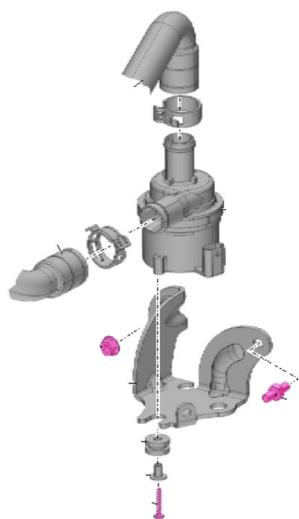
- If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt.
- If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, 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








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

! 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

 <p>Battery Tester/Charger -VAS5908- (or equivalent charger with a current rating of at least 90A)</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

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.

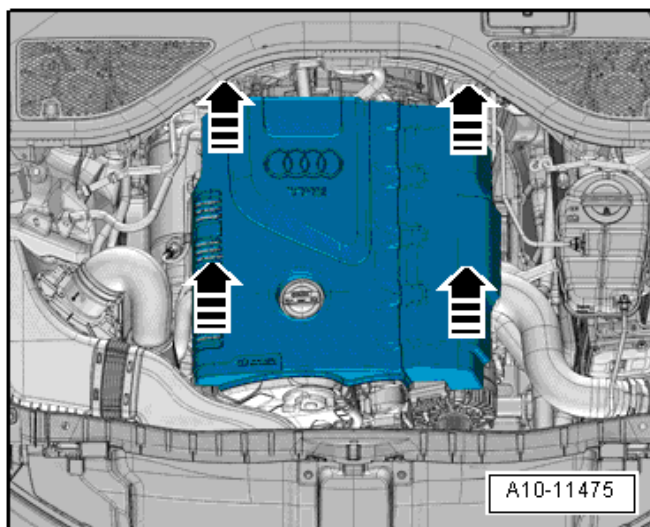
CRITICAL REPAIR STEP

 **STOP!** 

All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

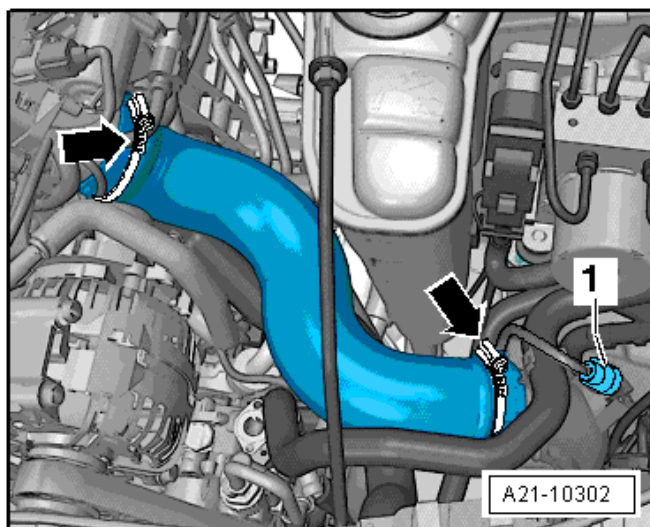
Proceed to Section B

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



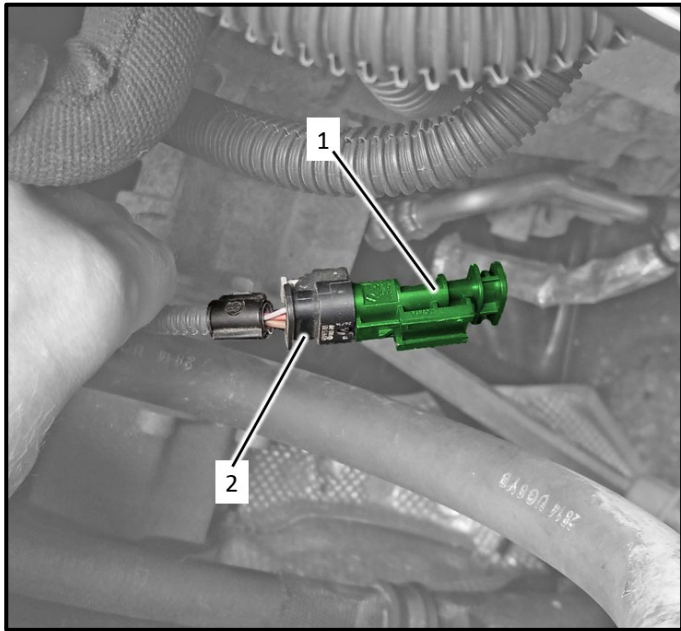
Remove engine cover:

- 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:

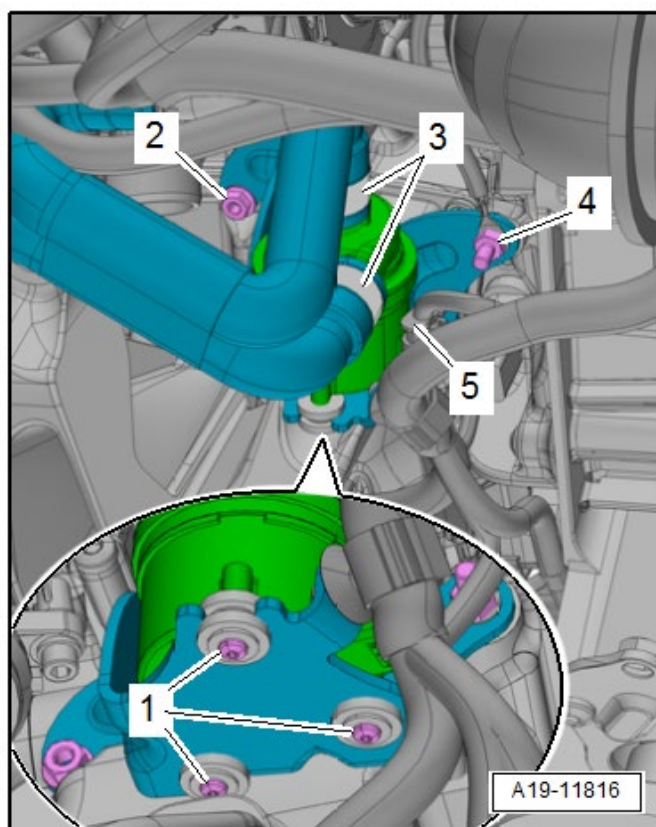
- Carefully cut and discard tie wrap.
- Disconnect and discard connector plug <1> from connector <2>.



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

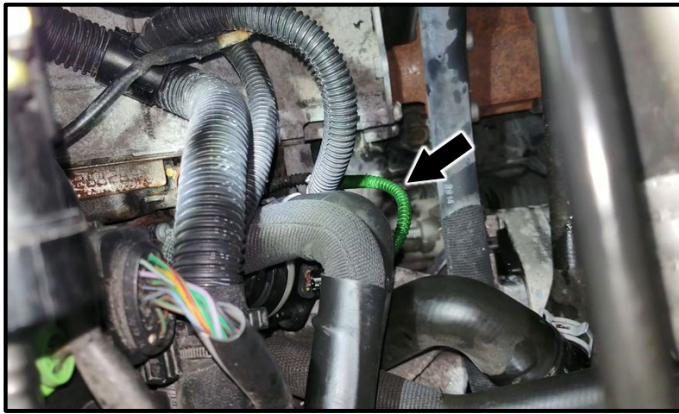
Removing the coolant hoses from the after-run coolant pump before removing the pump from the engine will make removal and installation of the pump/bracket assembly easier.

- 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.

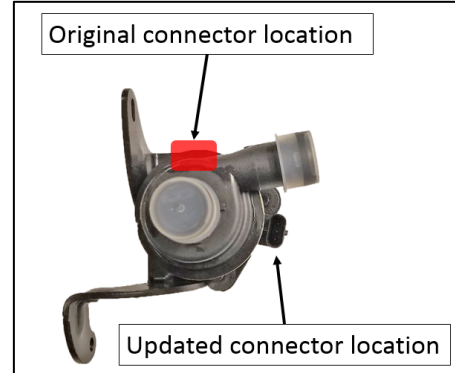
- The new after-run coolant pump comes with an updated bracket already installed. Bolts <1> will not require removal.



Installing new after-run coolant pump -V51-:

NOTE

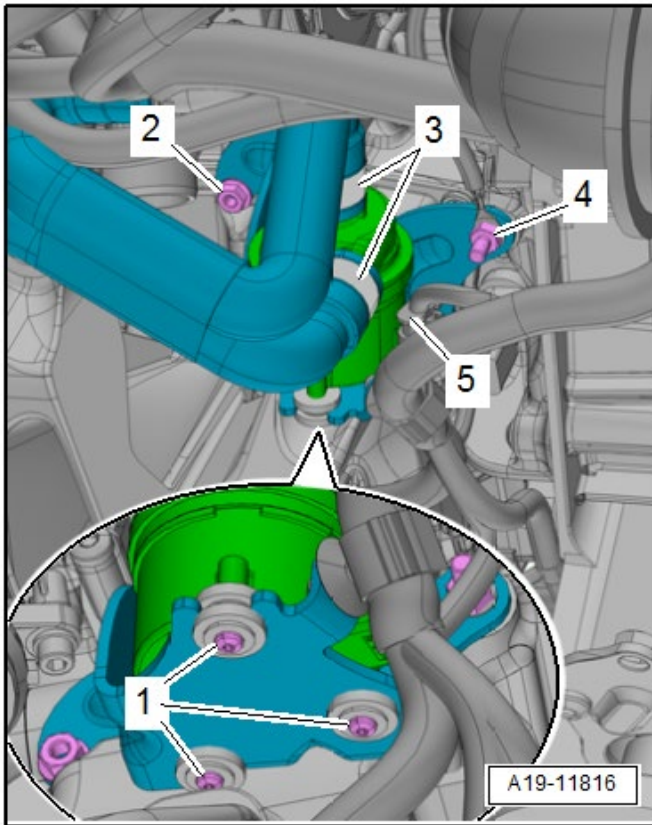
Due to the new location of the connector on the new pumps, the after-run coolant pump wiring harness <arrow> may have to be routed so it does not come into contact with the pump coolant hose.



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.
- Criteria 01 vehicles only:
 - Remove bolts <1> and rubber grommets w/ sleeves from original pump and transfer to the new pump and bracket.
 - Torque bolts <1> to 2.7 Nm.
- 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

STOP! STOP!

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 C

Section C – Engine Control Module 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 “Current ODIS Service Version” circular found in Elsa2Go Service References.
- ✓ **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 **(or higher, if directed in the work instructions)** 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. Using GFF will cause the flash to take longer. Requests for additional time will not be considered.
- ✓ **The VAS Diagnostics Interface MUST ONLY be connected to the tester with a USB cable.**
 - Performing a software update using a Bluetooth or Wi-Fi 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 or WiFi.

NOTE

- All campaign software updates must be completed during a single, standalone ODIS Diagnostic Session. You must fully complete this campaign and send all logs before beginning any other campaigns or operations.
- If there are any ODIS “Hot-Fix” patches installed, they must be removed from the scan tool before beginning this operation. ODIS “Hot-Fix” patches may affect the update process.

WARNING

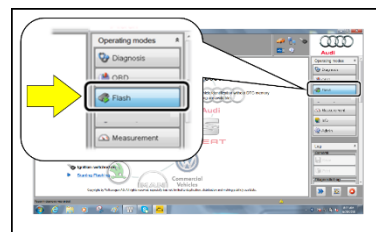
Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

IMPORTANT

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2011732: *Software Version Management (SVM) Operating Instructions* for the US, or 2037026: *Working with the Software Version Management (SVM)* for Canada.

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.

- Switch off all consumers, air conditioning, heater blower motor, lights, heated seats, etc.
- Connect battery charger.
- Ensure the latest version of ODIS is downloaded.
- Ensure diagnostic head is connected to ODIS tester via USB cable.
- Move selector lever to P.
- Use operating mode, FLASH.
 - Communication path = CAN
- Select "SVM – Code Input".
- Enter SVM code **19N8B008** and follow the on screen prompts.
- Ensure the diagnostic log is sent to GFF Paperless after completion.



Proceed to Section D

IMPORTANT

If the software update fails for any reason, ODIS feedback must be sent prior to further diagnosis. This ensures the failure/error is reported. Failure to do so may result in non-payment of consequential requests for additional time or parts.

Section D – Campaign 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 (item# AUD4927ENG or AUD4927FRE).

Proceed to Section E

Section E - 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.