

# Technical Service Bulletin



## 19 Coolant leak at connection of water pump and hose leading to the heater core

19 13 36 2033491/1 April 15, 2013.

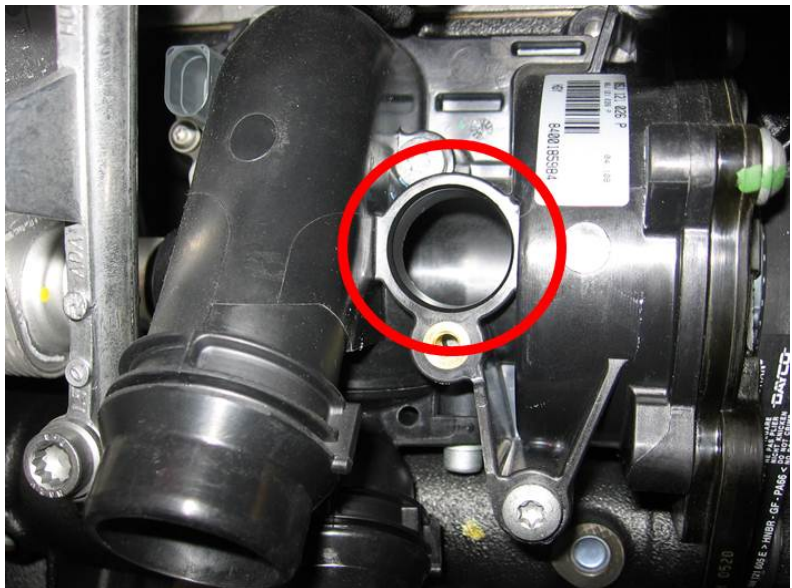
| Model(s)               | Year      | VIN Range | Vehicle-Specific Equipment |
|------------------------|-----------|-----------|----------------------------|
| A4, A5, A5 cab, Q5, A6 | 2009-2013 | All       | 2.0 TFSI                   |

## Condition

Customer may report coolant leaking from the engine area.

## Technical Background

The leak can be traced to the connection of the water pump and the hose leading to the heater core (Figure 1). The seal ring is not the cause of the leak.



**Figure 1.** Connection of water pump and hose leading to heater core

## Production Solution

Not applicable.

## Service

1. Visually inspect the area of the suspected coolant leak.
2. Classify suspected coolant leak as Category 1, Category 2, or Category 3, according to the Categorization of Leaks table included in the Audi Warranty Policies and Procedures Manual (see below).

| Categorization of leaks   |  | Reimbursement of leaks       |                                 |
|---|--|------------------------------|---------------------------------|
| The component (in this case, coolant hose) and the immediately adjacent component it is mounted to (in this case, the water pump) ... |  | <b>With customer concern</b> | <b>Without customer concern</b> |
| Category 1  | ... may be wet with fluid residue, however, there is no droplet formation and no other components are affected.                | Cleaning                     | No reimbursement                |
| Category 2  | ... is wet with fluid residue, and there is droplet formation or slight seepage, however, those droplets are not dropping off. | Cleaning                     | No reimbursement                |
| Category 3  | ... is wet with fluid residue, there is droplet formation, and those droplets are dropping off.                                | Replacement of leaking part  |                                 |

If the leak falls into Category 1 or Category 2, proceed as instructed by the table. If the leak falls into Category 3, proceed to step 3.

3. After confirming that the leak is a category 3 leak, take a photograph of the leak (use leak talcum spray if necessary) and attach a printout of the photograph to your warranty paperwork.
4. Replace the water pump (**06H121026CF**), seal ring (**N 90365302**), and the hose to the heater core (**06H121065D**).



**Note:**

Replacing only the seal ring may not prevent the leak from reoccurring.

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## Warranty

|                          |  |              |        |
|--------------------------|--|--------------|--------|
| <b>Claim Type:</b>       | Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.        |              |        |
| <b>Service Number:</b>   | 1962   |              |        |
| <b>Damage Code:</b>      | 0050   |              |        |
| <b>Labor Operations:</b> | Coolant pump remove+reinstall  | 1950 1913    | 290 TU |
|                          | Coolant hose remove+reinstall  | 1962 1950    | 10 TU  |
| <b>Diagnostic Time:</b>  | GFF  | No allowance | 0 TU   |
|                          | Road test prior to service procedure   | No allowance | 0 TU   |
|                          | Road test after service procedure  | 0121 0004    | 10 TU  |
|                          | Technical diagnosis at dealer's discretion<br>(Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details) |              |        |
| <b>Claim Comment:</b>    | As per TSB #2033491/1  |              |        |

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

## Required Parts and Tools

| Part Number | Part Description                   | Quantity |
|-------------|------------------------------------|----------|
| 06H121026CF | Water pump with cooling thermostat | 1        |
| 06H121065D  | Water tube                         | 1        |
| N 10405604  | Oval hexagon socket head bolt      | 2        |
| N 90686902  | Spring clip                        | 1        |
| N 90365302  | Seal ring                          | 1        |

Please verify the correct parts needed with you parts department.

## Additional Information

The following repair procedures will be necessary to complete this procedure:

- *Repair Manual>>Engine>>Engine Mechanical>>19 Cooling System>>Removal and Installation>>Coolant Pump*
- *Repair Manual>>Engine>>Engine Mechanical>>19 Cooling System>>Removal and Installation>>Small Coolant Pipe*

All parts and service references provided in this TSB are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.