



# Technical Service Bulletin

## 92 Washer solvent level warning is on

92 19 24 2038151/11 December 20, 2019. Supersedes Technical Service Bulletin Group 92 number 19-23 dated November 12, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2012 - 2021	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
11	-	Revised <i>Required Parts and Tools</i> (Updated quantity)
10	11/12/2019	Revised header (Added MY 2021) Revised <i>Warranty</i> (Added Q3 and Audi e-tron quattro) Revised <i>Service</i> (Added alternative cleaning solution and added alternative suggested washer solvents)
9	02/07/2019	Revised <i>Warranty</i> (Updated Labor Operations and added A7)

### Customer states:

- The washer solvent level warning is on in the driver information system (DIS), but the washer solvent level is correct.

### Workshop findings:

- There is no functional restriction in the windshield washer system.

## Technical Background

The sensitivity of the washer solvent level sensor (G33) can be affected by the type, concentration, and the presence of additives in the washer solvent currently in the tank. The operation of the level sensor relies on the composition of the solvent to provide an accurate message on the solvent level. Incorrect concentration and the presence of additives can contaminate the sensor and reduce its sensitivity.

## Production Solution

Not applicable.



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## Service

If the washer solvent reservoir is full and the low solvent warning is on, proceed as follows:

1. Empty the reservoir and for all vehicles *except* A3 Sedan and A3 Cabriolet, remove the level sensor. Clean the sensor probes using all-purpose cleaner **D 009 401 04** (Figure 1) or, as an alternative, isopropyl alcohol. Reinstall the level sensor.



*Figure 1. D 009 401 04 all-purpose cleaner.*



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2. For Audi A3 Sedan and A3 Cabriolet where the washer solvent level sensor is not removable the sensor probes can be cleaned by removing the reservoir, removing the filler neck from the reservoir and gaining access to the sensor probes (Figure 2).



**Figure 2.** Windshield washer level sensor probes as viewed through the tank opening.



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3. Saturate the tip of a cleaning brush with a rigid stem and long enough to reach the probes (approximately 10") with all-purpose cleaner **D 009 401 04** or isopropyl alcohol. A humming bird feeder cleaning brush is shown in the illustration but any suitable cleaning brush with a tip constructed of the appropriate material will function well for this purpose (Figure 3).



*Figure 3. Applying all-purpose cleaner **D 009 401 04** to the tip of a humming bird feeder cleaning brush. The cleaning brush can alternatively be saturated with isopropyl alcohol.*



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4. Thoroughly clean the sensor probes (Figure 4).



*Figure 4. Cleaning the sensor probes.*

5. Refill the reservoir with the correct type and concentration of solvent. Windshield washer fluids found in the Audi Top Service Supplies and Touch Up Paint eStore with a 35% pre-mix are suitable for temperatures down to -30 °C (-22° F) and contain no rain repellents. For freeze protection below this temperature range Windshield Washer Fluid Concentrate **ZAW 096 311 B** can be used and mixed according to the table below (Figure 5). This solvent can be adjusted for freeze protection to -32° C (-25° F), prevents washer jet contamination particularly on the “fan” type of washer jet, and is highly effective in removing residues and insects from the windshield.



*Figure 5. ZAW 096 311 B windshield washer fluid concentrate.*



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**Note:**

Dealers in states such as California which have a restriction on windshield washer solvent VOC content can use Audi Windshield Washer Fluid – 35% pre-mix – (55 gallon) available from the Audi Top Service Supplies & Touch-Up Paint eStore as an alternative. This solvent contains no water repellents and has freeze protection to -22° F.

- The concentration and freeze point can be checked using the T10007A refractometer (Figure 6).

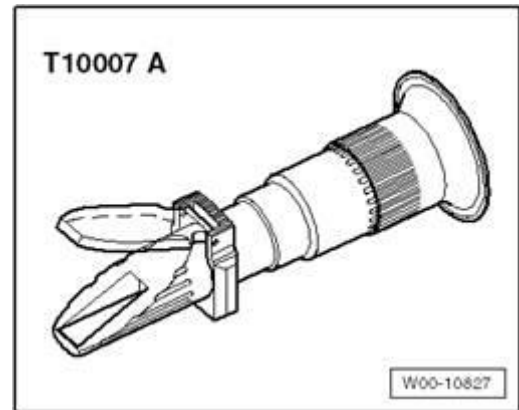


Figure 6. T10007A refractometer.

- Put a drop of washer fluid with the pipette on the glass of the refractometer. When viewing the refractometer, a light-dark border can be clearly recognized. Using the scale to the right (Figure 7), adjust the concentration of the solvent to accommodate the current weather conditions.

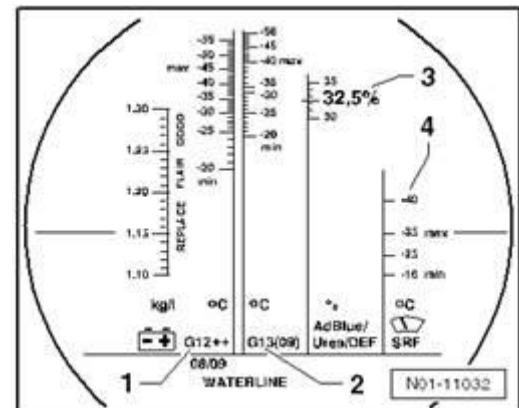


Figure 7. Scale in the view of the T10007A refractometer.

- Concentration guidelines:

Freeze protection	Windshield Washer Fluid Concentrate ZAW 096 311 B	Water
-16 °C (3° F)	1 part	3 parts



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-30 °C (-22° F)	1 part	2 parts
-32 °C (-25° F)	1 part	1.5 parts

 **Note:**

It is not necessary to replace the windshield washer solvent level sensor when the cause of failure is contaminated sensor probes or incorrect washer solvent solution. Warranty claims for replacement of washer solvent level sensors that are found to not be faulty will not be reimbursed.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 up to 48 Months/50,000 Miles.</li> <li>• G10 for CPO Covered Vehicles – Verify Owner.</li> <li>• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9258		
<b>Damage Code:</b>	0040		
<b>Labor Operations:</b>	<b>Q7 (up to and including MY 2015):</b>		
	Lower Windshield washer reservoir remove + reinstall	9260 1900	See SRT
	Fluid level sensor remove + reinstall	9258 1950	See SRT
	Clean fluid level sensor and adjust solvent concentration	9258 9999	10 TU
	<b>Q7 (From MY 2016 on):</b>		
	Cover (plenum) remove + reinstall	8522 1900	See SRT
	Fluid level sensor remove + reinstall	9258 1950	See SRT
	Clean fluid level sensor and adjust solvent concentration	9258 9999	10 TU
	<b>Q3 (From MY 2015 on):</b>		
	Front wheel housing liner remove + reinstall	6616 1900	See SRT



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Fluid level sensor remove + reinstall	9258 1950	See SRT
Clean fluid level sensor and adjust solvent concentration	9258 9999	10 TU
<b>S3:</b>		
Noise dampening pan remove + reinstall	1082 1900	See SRT
Fluid level sensor remove + reinstall	9258 1950	See SRT
Clean fluid level sensor and adjust solvent concentration	9258 9999	10 TU
<b>A3 Sedan, A3 e-tron, and A3 Cabriolet:</b>		
Front wheel housing liner remove + reinstall	6616 1900	See SRT
Windshield washer reservoir remove + reinstall	9260 1950	See SRT
Clean fluid level sensor and adjust solvent concentration	9258 9999	10 TU
<b>TT:</b>		
Front wheel housing liner remove + reinstall	6616 1900	See SRT
Windshield washer reservoir remove and reinstall	9260 1950	See SRT (2012 – 2015) See SRT (2016 – 2019)
Fluid level sensor remove + reinstall, clean fluid level sensor and adjust solvent concentration	9258 9999	20 TU
<b>R8 (up to and including MY 2015):</b>		
Plenum cover remove + reinstall	8522 1900	See SRT
Fluid level sensor remove + reinstall	9258 1950	See SRT
Clean fluid level sensor and adjust solvent concentration	9258 9999	10 TU
<b>R8 (From MY 2017 on):</b>		
Plenum cover remove + reinstall	8522 1900	See SRT





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	Fluid level sensor remove + reinstall	9258 1950	See SRT
	Clean fluid level sensor and adjust solvent concentration	9258 9999	10 TU
<b>A4 (up to and including MY 2016), A4 avant (up to and including MY 2016), allroad (up to and including MY 2016), A5, A5 Cabriolet (up to and including MY 2017), A6, A7, A8 (up to and including MY 2018), Q5 (Model 8R, up to and including MY 2017), and Audi e-tron quattro (Model GEN MY 2019 on):</b>			
	Fluid level sensor remove + reinstall	9258 1900	See SRT
	Clean fluid level sensor and adjust solvent concentration	9258 9999	10 TU
<b>A4 (MY 2017 on), A4 avant (MY 2017 on), A4 allroad (MY 2017 on), A5, A5 Cabriolet (Model F5, MY 2018 on), and Q5 (Model FY, MY 2018 on):</b>			
	Front wheel housing liner remove and reinstall	6616 1900	See SRT
	Fluid level sensor remove + reinstall	9258 1950	See SRT
	Clean fluid level sensor and adjust solvent concentration	9258 9999	10 TU
<b>A6, A7, and A8 (MY 2019 on):</b>			
	Front wheel housing liner remove and reinstall	6616 1900	See SRT
	Fluid level sensor remove + reinstall	9258 1950	See SRT
	Clean fluid level sensor and adjust solvent concentration	9258 9999	10 TU
<b>Q8 (MY 2019 on):</b>			
	Cowl panel trim remove and reinstall	66 44 19 00	See SRT
	Fluid level sensor remove + reinstall	9258 1950	See SRT
	Clean fluid level sensor and adjust solvent concentration	9258 9999	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	No allowance	0 TU




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<b>Claim Comment:</b>	As per TSB #2038151/11
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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

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
T10007A	Refractometer 	01
ZAW 096 311 B (item number 128429)  (Available from the Audi Top Service Supplies & Touch- Up Paint eStore)	Windshield Washer Fluid Concentrate	Shop Supply



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<p>Item # 121133 / Customer Item # WWFDRUM  (Available from the Audi Top Service Supplies &amp; Touch- Up Paint eStore)</p>	<p>Washer solvent alternative for states with VOC restrictions</p> 	<p>Shop Supply</p>
<p>D00940104 or isopropyl alcohol</p>	<p>All-purpose cleaner</p>	<p>0.1</p>



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See ETKA	Fasteners, Bolts, Nuts and Screws as needed per the Repair Manual	See ETKA/ELSA

## Additional Information

All parts and service references provided in this TSB (2038151) are subject to change and/or removal.

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