



# Technical Service Bulletin

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## 97 Corroded splices found under the driver's carpet - Repair Authorization

97 20 77 2060250/1 July 22, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017 - 2021	All	Not Applicable
Q8	2019 - 2021	All	Not Applicable
Q5, SQ5	2018 - 2021	All	Not Applicable
SQ7, SQ8	2020 - 2021	All	Not Applicable

## Condition

### Customer states:

- Various warning messages can be displayed in the instrument cluster.
- Various malfunctions may be present in the vehicle.

### Workshop findings:

- Corroded splice points are found in the vehicle interior wiring harness under the carpet on the driver's side.

## Technical Background

Various parts have been replaced under warranty for the condition noted above, but no issues were identified with these parts. In an effort to gain information on the DTC codes for the vehicles listed above, we are asking that you contact the Audi Technical Assistance Center (TAC) before replacing any parts. This will assist us in diagnosing any potential issues with the condition noted above.

## Production Solution

No changes to production have been made, as no issue has been identified.

## Service

To determine the cause of the corroded splice points we need your support with the analysis.

If corroded splice points are found under the driver's side carpet, please hold repairs and perform the following steps:

- Inspect the surrounding area for signs of water ingress.



# Technical Service Bulletin

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- Are there water marks on the fuse box under the footrest?
- Are there water marks in the sill area of the side of the vehicle?
- Are there water marks near the HVAC drain tube?
- Which area of the vehicle interior wiring harness is or was wet?
- If water is found, locate the source of the leak.
- Peel back the harness tape covering the splice.
- Identify what splice point is damaged (ex. B304, B698, etc.)
- Save GFF ID or log of the original scan of the vehicle.
- Take 1 perspective photo showing the location of the splice.
- Take 1 close up of the splice showing wire colors and damage.
- Create a TAC contact and supply the above information in a web ticket.

Figure 1 and 2 are examples of the two photos needed when creating a TAC ticket:



**Figure 1.** Perspective showing the location of the splice.



**Figure 2.** Close up of the wire color and damage.



**Note:**



# Technical Service Bulletin

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The following chart should only be used as a guide for splice point locations and possible symptoms. Standard diagnosis should still be used to locate the root cause.

Splice	Symptom	Location
B304	Driver seat inoperative	LF Sill
B468	Secondary air, motor mount, radiator shutter	LF Sill
B698	AC system failure, LIN circuit 2	LR near center of tunnel
B711	Ambient lighting inoperative	LF sill

## Warranty

This TSB is informational only and not applicable to any Audi Warranty.

## Additional Information

All parts and service references provided in this TSB (2060250) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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