



# Technical Service Bulletin

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## 20 Fuel gauge is not showing the correct fuel level, sender is stuck in the upper position

20 20 31 2061661/1 December 18, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2021	All	Four-wheel drive

## Condition

### Customer states:

- The instrument cluster is not showing the correct fuel level, indicating that there is more fuel than in tank.

### Workshop findings:

- The float of the G169 gets stuck on the hoses of the suction-jet pump.

## Technical Background

Fuel sender in the tank gets stuck on internal fuel line (Figure 1).



*Figure 1. Fuel sender is stuck.*



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## Production Solution

Not applicable.

## Service

1. Remove fuel module assembly. Secure an additional cable tie, preventing the sender from getting stuck (it is recommended to put the cable tie around 17cm next to the suction-jet pump). If this is not enough clearance, remove original cable ties and add new ones in a way providing sufficient clearance (Figure 2).



**Figure 2.** Fuel module assembly.

2. Please take photos of the customer concern and upload them into DOC-IT with the repair order. Photos should:
  - Have a date stamp and VIN reference.
  - Be taken in focus and with sufficient light.
3. Then reassemble the fuel module assembly into the tank and ensure the sender can move unobstructed. Finally, perform a battery (Kl.30) reset.

## 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></ul>
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	<ul style="list-style-type: none"><li>If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	2066		
<b>Damage Code:</b>	0010		
<b>Labor Operations:</b>	Remove and install fuel pump	2066 19XX	See SRT with associated operations
	Secure fuel hose with cable tie	2066 4999	20 TU
<b>Diagnostic Time:</b>	GFF – Checking and clearing fault codes included in existing labor operations	0150 0000	Time stated on the diagnostic protocol (Max 20 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	0121 0004	10 TU
<b>Claim Comment:</b>	As per TSB #2061661/1		

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

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
N/A	Cable Ties	As needed

## Additional Information

All parts and service references provided in this TSB (2061661) are subject to change and/or removal.

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