



Technical Service Bulletin

19 Noises from the engine compartment around the mechanical coolant pump

19 21 20 2060420/2 July 12, 2021. Supersedes Technical Service Bulletin Group 19 number 20-06 dated August 20, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8, S8	2019 - 2021	All	4.0TFSI
RS 6, RS 7, SQ7, SQ8, and RS Q8	2020 - 2021	All	4.0TFSI

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added Models and Model Years) Revised <i>Warranty</i> (Updated Labor Operations)
1	08/21/2020	Initial publication

Customer states:

- Noises from the engine compartment.

Workshop findings:

- The customer statement can be reproduced.
- At idle speed a croaking/jarring noise can be heard in the engine compartment in the area of the mechanical coolant pump.

Technical Background

Not applicable.

Production Solution

Not applicable.



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Service

1. Compare the noise from the customer's vehicle with the sound at:
<https://audi-external.kzoplatform.com/player/medium/1746565506225149322>.



Figure 1. QR code for viewing the supporting video with a QR code reader on phones and tablets. Alternatively, the video can be accessed through computer internet browsers at the link provided in this bulletin.

2. Should the customer concern correspond to this noise, then replace the mechanical coolant pump according to the repair manual.



Note:

Additional parts replacement or repairs does not solve this issue. Claims with additional replaced parts will be subject to review.

Warranty

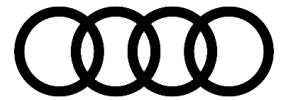
Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	1950		
Damage Code:	0020		
Labor Operations:	Coolant pump remove +reinstall	1950 1923 (A8 and S8)	See SRT with associated operations



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		1950 1973 (RS 6, RS 7, SQ7, SQ8, and RS Q8)	
	Coolant pump replace	1950 5573 (A8, S8, SQ7, and RS Q8)	See SRT with associated operations
	Thermostat housing remove + reinstall	1955 1973 (RS 6 RS 7, and SQ7) 1955 1923 (SQ8 and RS Q8)	See SRT with associated operations
	Cooling fan housing remove + reinstall	1920 1923 (RS 6 and RS 7)	See SRT with associated operations
	Refrigerant drain + fill	8703 1750 (RS 6 and RS 7)	See SRT with associated operations
	Radiator remove + reinstall	1970 1973 (SQ7)	See SRT with associated operations
	Front bumper remove + reinstall	6310 1950 (SQ7)	See SRT with associated operations
	Front bumper cover remove + reinstall	6329 1900 (SQ7)	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 10 TU)
	Road test prior to the service procedure	0121 0002	10 TU
	Road test after the service procedure	0121 0004	10 TU
Claim Comment:	As per TSB #2060420/2		

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.



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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
0P2121014F or 0P2121014*	Mechanical coolant pump	01

Tool Number	Tool Description
T10573 (or equivalent)	Bit Torx T30
VAS5014 (or equivalent) Or VAS6208	Coolant Collecting System/Drip Tray

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2039206, *00 How to watch TSB videos.*

All parts and service references provided in this TSB (2060420) are subject to change and/or removal.

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