



Technical Service Bulletin

19 Engine: coolant pump - coolant leak - 2.0 TFSI

19 23 44 2071515/1 September 20, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
TT, TTS, and TT Roadster	2020 – 2023	All	2.0L Engine
A3, and S3	2020 2022 – 2024		
A4, A4 allroad, A5, A5 Cabriolet, A5 Sportback, A6, Q3, Q5 e quattro, and Q7	2020 – 2024		
Q5, and Q5 Sportback	2021 – 2024		
A7 e quattro	2021 - 2022		

Condition

Customer statement:

- The customer notes coolant loss, or a coolant leak.
- The coolant warning lamp is illuminated.

Workshop findings:

The leak can be assigned to the **coolant pump**.

Technical Background

To avoid repeat repairs or incorrect repairs, make sure to locate the leak precisely. Ensure that the coolant level has not dropped due to insufficient bleeding during production or due to a previous repair.

Production Solution

Not applicable.


Service

1. Before proceeding with the repair, take a photo of the leak and upload it to DOC-IT.



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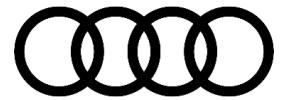
- a. The photo should include the VIN and the date.
 - b. The photo must not be edited – it should be in focus and taken with sufficient light; a high resolution photo is not necessary.
 - c. If appropriate, please mark the location of the problem so that parts analysis will have a clear reference to the complaint.
 - d. Please ensure that the photo documentation does not show any persons and/or faces, license plates, or customer data.
2. Clean and dry the leak and traces of coolant **thoroughly**.
 3. Fill the cooling system to max.
 4. Reassess the suspected leak after driving a few miles:
 - **No** further coolant leak can be detected -> **continue to observe without replacing any parts.**
 - Coolant leak can be detected again: **replace the component causing the damage.**

 NOTICE
<p>Try to reproduce the customer complaint (based on the description/cause of the issue) so that it can be clearly assigned to this TSB. The following repair must only be carried out if all of the criteria (model/type, chassis number, engine/motor and gearbox code, PR number(s), part number, software version, code, etc.) apply exactly. Otherwise this solution will not eliminate the problem, and repeat repairs may be necessary. In such a case, we may reject the warranty claim and redebit the parts.</p>

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 of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	1950		
Damage Code:	0050		
Labor Operations:	Check cooling system	1901 0199	20 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2071515/1		

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.



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Additional Information

All part and service references provided in this TSB (**2071515**) 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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