



Technical Service Bulletin

19 loss of coolant from coolant pump - V6 TFSI

19 23 46 2070349/3 December 12, 2023. Supersedes Technical Service Bulletin Group 19 number 23-45 dated November 1, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
S4, S5, S5 Cabriolet, S5 Sportback, and SQ5	2018 – 2024	All	Not Applicable
RS 5	2018 – 2019 2021 – 2024		
A6, A7, A8, and Q8	2019 – 2024		
RS 5 Sportback	2019 2021 – 2024		
A6 allroad, S6, S7, and Q7	2020 – 2024		
A8 e quattro	2021 – 2022		
SQ5 Sportback	2021 – 2024		

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Service</i> (updated instructions)
2	11/01/2023	Revised <i>Production Solution</i> (Added countermeasure production dates) Revised <i>Service</i> (Updated instructions) Revised <i>Warranty</i> (Updated labor operations)
1	05/18/2023	Initial publication

Customer states:

- Coolant loss/leak.
- Coolant warning lamp.

Workshop findings:

The coolant pump is suspected to be the source of the leak.



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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.

Note:

Traces of coolant (small quantity) on drip cup (refer to figure 1).

Due to lubrication/cooling of the seal, up to 3 ml may escape over the course of 100 hours of operation. This is quite normal and does not constitute a reason for a complaint.



Figure 1: Traces of coolant on the drip cup.

Production Solution

Counter measure was implemented in production according to the following table:

Model	Production Date
SQ5	Mar 19, 2022



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Q7/Q8	Nov 30, 2021
S6/ S7/A6/A7	Nov 30, 2021
S4/S5/ RS5	Nov 19, 2021
A8	Nov 17, 2021

Service

Locate the leak precisely and then proceed as follows:

1. Clean and dry the leak and traces of coolant **thoroughly**.
2. Fill the cooling system to max.
3. Perform visual check; assess whether there may be a leak at idling speed and at higher engine speeds of up to approx. 2500 rpm.
4. Check the cooling system for leaks according to the Workshop Manual.
5. Reassess the suspected leak:
 - **No** further coolant leak can be detected: **continue to observe without replacing any parts.**
 - Coolant leak can be detected again, **replace the component(s) causing the leaks and any components connected to the vacuum system that show signs coolant ingress.**

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:	Remove and install noise insulation.	1082 19XX	See SRT with associated operations
	Check and top up coolant, clean, and perform visual check.	1938 3599	30 TU



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	Check cooling system for leaks	1901 0150	See SRT with associated operations
	Remove and install coolant pump (Only if Faulty)	1950 19XX	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 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 2070349/3		

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.

Additional Information

All part and service references provided in this TSB (**2070349**) 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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