



Technical Service Bulletin

93 Cooling system: heat exchanger (chiller) leaking - coolant loss at front of vehicle - Q4 e-tron

93 24 38 2072800/1 January 19, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2022 – 2024	All	Not Applicable

Condition

Customer states:

The warning lamp for low coolant level (Figure 1) lights up and there is coolant loss at the front of the vehicle.

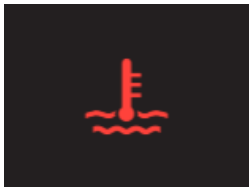


Figure 1: Warning lamp for low coolant level.

Workshop findings:

The complaint can be reproduced; coolant is leaking at the heat exchanger.

Technical Background

Production irregularity on heat exchanger.

Coolant leaking at heat exchanger for high-voltage battery (chiller) at joint between refrigerant connection and housing.

Production Solution

Not applicable.

Service



NOTICE

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



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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.

- Please attempt to locate the leak precisely.
- If the coolant is escaping at the joint between the refrigerant connection and the housing, please replace the heat exchanger for high-voltage battery (chiller).

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:	9383		
Damage Code:	0050		
Labor Operations:	Cooling system checked	1901 01xx	See SRT with associated operations.
	Remove and install heat exchanger for high-voltage components	9383 19xx	See SRT with associated operations.
	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 2072800/1		

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

Part Number	Part Description	Quantity
9J1816132	Heater Core	1

Additional Information

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