



Technical Service Bulletin

93 Q8 e-tron - electric drive: fault. Cooling system - B16A284 B16A285 B16A384 B16A385 P053400 P0CE900 P139B00 P2B2A00
98 24 00 2072715/1 January 23, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron quattro, e-tron Sportback quattro, e-tron S, and e-tron S Sportback	2023	All	Not Applicable
Q8 e-tron quattro, Q8 e-tron Sportback, SQ8 e-tron quattro, and SQ8 Sportback e-tron	2024	See attached VIN List	

Condition

Customer States:

One of the following messages appears in the instrument cluster:

Scenario 1

- Electric drive: fault. Cooling system. Please contact workshop.
- In addition, the yellow drive system indicator lamp will light up (Figure 1).

 **Electric drive: malfunction! Cooling system.**
Please contact Service

Figure 1. Yellow drive system indicator lamp.

Scenario 2

- Switch off engine and check coolant level. See owner's manual.
- In addition, the red drive system warning lamp will light up (Figure 2).


 **Turn off engine and check coolant level. See owner's manual**

Figure 2. Red cooling system warning lamp.

Workshop findings:

At least one of the following event memory entries (static or intermittent) is logged in the thermal management control unit (diagnostic address 00C5):

- **B16A284:** Refrigerant pressure for cooling interior compartment, signal too low
- **B16A285:** Refrigerant pressure for cooling interior compartment, signal too high
- **B16A384:** Refrigerant pressure for heating interior compartment, signal too low



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- **B16A385:** Refrigerant pressure for heating interior compartment, signal too high
- **P053400:** A/C Refrigerant Charge Loss
- **P0CE900:** Hybrid/EV Electronics Coolant Pump Control Circuit/Open
- **P139B00:** Engine Coolant Level Sensor, low coolant level
- **P2B2A00:** Hybrid/EV Electronics Coolant Pump Dry Run

Technical Background

Potential damage to the cooling system hose.

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 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 re-debit the parts.

TSB applies if the affected vehicle identification number can be found in the header data and one or more of the event memory entries specified above has been logged.



Before starting repair work, order the coolant hose with part number 4KE 998 465 D in ETKA.



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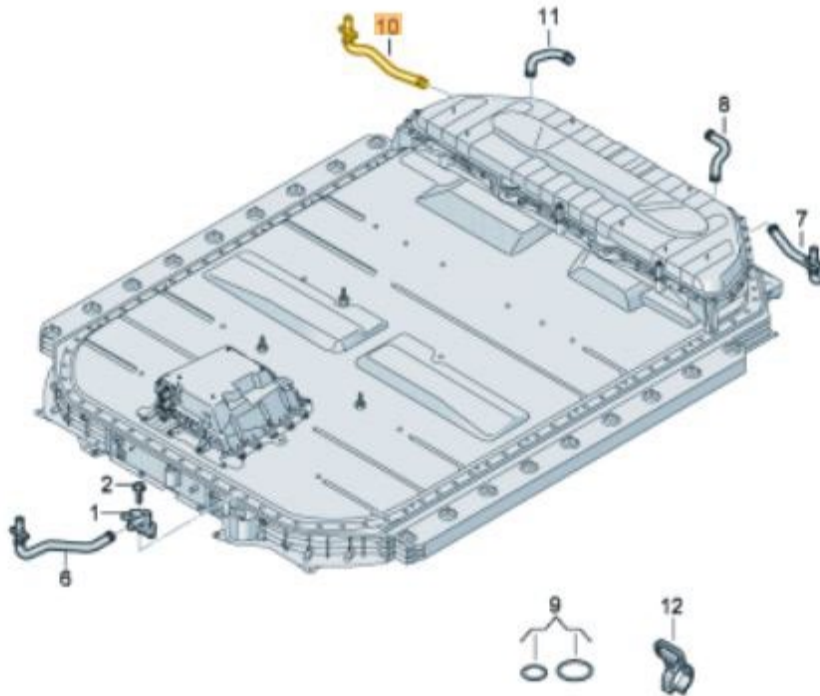


Figure 3: Coolant hose (10).

WARNING

High-Voltage system! High voltage can cause fatal injury.

- The voltage levels in the high-voltage system constitute a safety hazard. Danger of severe or fatal injuries from electric shock.
- It is essential that you observe and adhere to the safety information in the Workshop Manual during all work on the high-voltage system.

Perform the repair according to the Audi Workshop Manual and the attached further instructions.

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.
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Service Number:	1962		
Damage Code:	0010		
Labor Operations:	Remove and install rear cover	5194 1900	30 TU
	Replace coolant hose for high-voltage battery	1962 5599	220 TU
Diagnostic Time:	GFF / Guided Functions	0150 0060	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 2072715/1		

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.

Additional Information

All part and service references provided in this TSB (**2072715**) 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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