



# Technical Service Bulletin

---

## 19 Cooling system leak from coolant valve N632

19 24 50 2067941/2 February 14, 2024. Supersedes Technical Service Bulletin Group 19 number 22-31 dated September 22, 2022 for reasons listed below.

| Model(s)                 | Year                | VIN Range | Vehicle-Specific Equipment |
|--------------------------|---------------------|-----------|----------------------------|
| e-tron quattro           | 2019<br>2021 – 2022 | All       | Not Applicable             |
| e-tron Sportback quattro | 2020 – 2022         |           |                            |

## Condition

| REVISION HISTORY |            |   |
|------------------|------------|---|
| Revision         | Date       | Purpose   |
| 2                | -          | Revised <i>Service</i> (Updated diagnostic address) |
| 1                | 09/22/2022 | Initial publication                                 |

### Customer statement:

- Traces of coolant can be seen under the vehicle.

or

- The coolant warning lamp appears in the instrument cluster.

or

- Issue is noticed by the workshop when performing service work rather than by the customer.

### Workshop findings:

- During service work, a low coolant level in the coolant expansion tank is noticed which is not due to the quantity which has escaped into the electric motor's drip container or to a leak elsewhere.

## Technical Background

Due to the elastomer fitted in the coolant valve N632 part number 4KE963375K, minor leaks may occur at very low temperatures in rare cases.

## Production Solution

Improved coolant valve.



# Technical Service Bulletin

---

## Service

In rare cases, a leak may occur if the coolant valve is switched in very cold conditions. This switching process is only performed on the coolant valve N632 with part number 4KE963375K.

- If the leak is confirmed to be from the coolant valve N632 check the part number of the installed part.
- Use the scan tool to read out which regulating valve is fitted.
- Confirm the part number using the scan tool as follows:

*Guided Functions in ODIS >> Diagnostic address 00C5  
>> Guided Function >> "Read identification" >> Read additional identification data >> Read and display identification data of sub-systems (slaves).*

- The result of the identification is shown on the screen of the scan tool and recorded in the diagnosis log.
- Scroll down and locate coolant valve N632 and check the part numbers (Figure 1 relevant numbers shown in red).

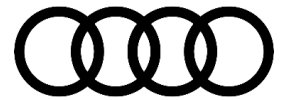
```
Slave 9 von 14
Slave ID: 327
Slave Systemname: Ventil 1 für Kühlmittel
Slave Hardwareteilenummer: 4KE963375K
Slave Hardwareversion: 010
Softwareteilenummer: 4KE963375K
Softwareversion: 0103
Slave Seriennummer: 00000000000002995317
Slave Codierwert: nicht unterstützt
Slave Systemname: N632 V1_KUEMI

Slave 10 von 14
Slave ID: 328
Slave Systemname: Ventil 2 für Kühlmittel
Slave Hardwareteilenummer: 4KE963375J
Slave Hardwareversion: 010
Softwareteilenummer: 4KE963375J
Softwareversion: 0103
Slave Seriennummer: 00000000000002296987
Slave Codierwert: nicht unterstützt
Slave Systemname: N633 V2_KUEMI

Slave 11 von 14
Slave ID: 329
Slave Systemname: Ventil 3 für Kühlmittel
Slave Hardwareteilenummer: 4KE963375H
Slave Hardwareversion: 010
Softwareteilenummer: 4KE963375H
Softwareversion: 0103
Slave Seriennummer: 00000000000002935404
Slave Codierwert: nicht unterstützt
Slave Systemname: N634 V3_KUEMI
```

**Figure 1. Coolant Valve N632 Identification**

- If the regulating valve has index "K", replace the valve if necessary and note the special Service Number and damage code in the warranty table below.
- If a regulating valve with index "Q" is fitted, replace the valve if necessary and note the special Service Number and damage code in the warranty table below.



# Technical Service Bulletin

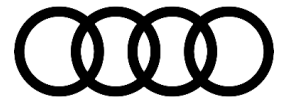
## Warranty

|   |   |              |  |
|---|---|--------------|--|
| <b>Claim Type:</b>  | <ul style="list-style-type: none"> <li>• 110 up to 48 Months/50,000 Miles.</li> <li>• G10 for CPO Covered Vehicles – Verify Owner.</li> <li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul> |              |  |
| If the installed coolant valve N632 is part number <b>4KE963375K</b> use the Service number and Damage code below |   |              |  |
| <b>Service Number:</b>  | 1985  |              |  |
| <b>Damage Code:</b>   | 0050  |              |  |
| If the installed coolant valve N632 is part number <b>4KE963375Q</b> use the Service number and Damage code below |   |              |  |
| <b>Service Number:</b>  | 9384  |              |  |
| <b>Damage Code:</b>   | 0050  |              |  |
| Labor Operations below are for all cases that apply to the TSB  |   |              |  |
| <b>Labor Operations:</b>  | Check coolant valve (N632)  | 9384 0199    | 10 TU  |
|   | Remove and install coolant valve (N632)   | 9384 1950    | 40 TU  |
| <b>Diagnostic Time:</b>   | GFF   | 0150 0000    | Time stated on diagnostic protocol (Max 40 TU) |
|   | Road test prior to service procedure  | No allowance | 0 TU   |
|   | Road test after service procedure   | No allowance | 0 TU   |
| <b>Claim Comment:</b>   | As per TSB 2067941/2  |              |  |

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.

## 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 |



# Technical Service Bulletin

---

|               |                |    |
|---------------|----------------|----|
| 4KE 963 375 K | Valve Electric | 01 |
| OR            |                |    |
| 4KE 963 375 Q | Valve Electric | 01 |

## Additional Information

All parts and service references provided in this TSB (**2067941**) are subject to change and/or removal.

©2024 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.