# Technical Service Bulletin

Audi

**26 Refill AdBlue warning comes on prematurely with no faults stored**

26 16 28 2038295/3 June 15, 2016. Supersedes Technical Service Bulletin Group 26 number 15-26 dated November 17, 2015 for reasons listed below.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|---|---|---|---|
| Q7 | 2009 - 2015 | All | TDI engine |

## Condition

| REVISION HISTORY | | |
|---|---|---|
| **Revision** | **Date** | **Purpose** |
| 3 | - | Revised *Warranty* (Added max time for GFF) |
| 2 | 11/17/2015 | Revised header data (Added model year 2013 - 2015 Q7 TDI)<br>Revised *Service* (Added Tip with video link)<br>Revised *Required Parts and Tools* (Updated part number) |
| 1 | 9/16/2014 | Initial publication |

- There are “Refill AdBlue” warnings in the cluster. The warnings appear approximately 1,500 - 2,500 miles after the last top-off.
- When the AdBlue tank is refilled, the vehicle will only accept approximately 1 - 2 gallons of reductant. When checked manually, the active tank is 50% full or less and the passive tank is full.
- There are no reductant system fault codes stored. If any reductant system fault codes are stored, this TSB does not apply.

## Technical Background

The reducing agent transfer pump V436 may be faulty. The vehicle cannot pump AdBlue from the passive tank to the active tank. Cars in hot weather regions are more prone to this issue.

## Production Solution

An improved transfer pump is available.

## Service

Perform the output test of the V436 transfer pump using the steps below.

**For KWP2000 vehicles (MY2009-2010):**

1. Locate the output test in ODIS under *OBD >> 01 Engine Control Module 1>> Output Diagnostic Test Mode*.
2. Click the dot next to *selective*, then enter actuator code 5278.
3. Click Start to begin the output sequence (Figure 1).
4. If the transfer pump fails to function (see Tip below for video of typical clicking noise made during normal operation) or fails to transfer fluid (which can be verified by disconnecting transfer pump line), see *Repair Manual >> Engine >> Engine Mechanical >> 26 Exhaust System, Emission Controls >> Reducing Agent Metering System>> Reducing Agent Transfer Pump V436, Removing and Installing.*

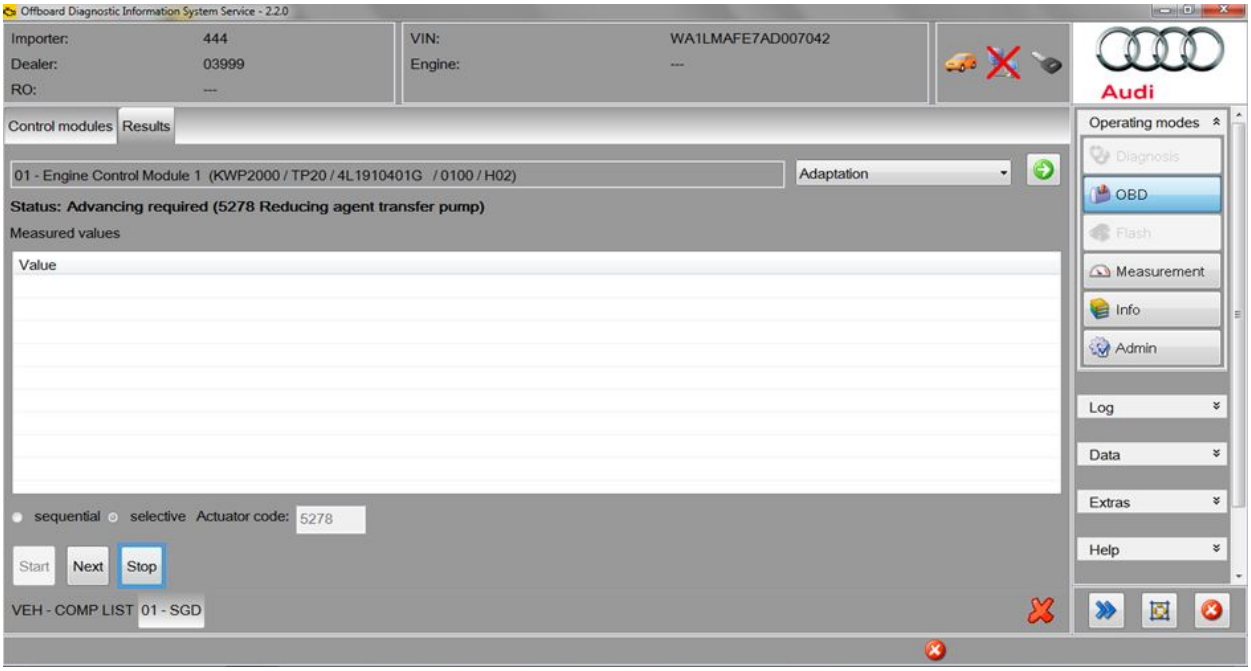


***Figure 1.*** *Output test of SCR transfer pump in ODIS for KWP2000 vehicles.*

**For UDS vehicles (MY2011+):**

1. Locate the output test in ODIS under *OBD >> 01 Engine Control Module 1>> Output Diagnostic Test Mode>> Actuator selection>> SCR activation transfer pump* (Figure 2).
2. If the transfer pump fails to function (see Tip below for video of typical clicking noise made during normal operation) or fails to transfer fluid (which can be verified by disconnecting transfer pump line), see *Repair Manual >> Engine >> Engine Mechanical >> 26 Exhaust System, Emission Controls >> Reducing Agent Metering System>> Reducing Agent Transfer Pump V436, Removing and Installing.*

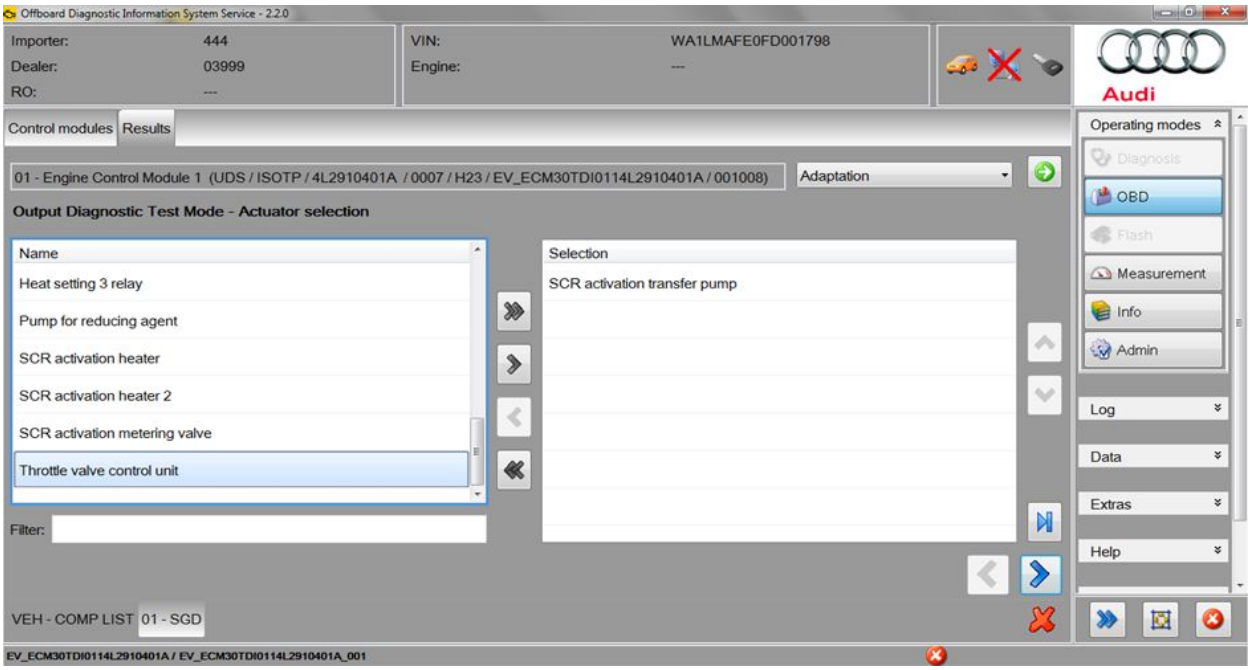


***Figure 2.*** *Output test of SCR transfer pump in ODIS for UDS vehicles*

**Tip:** For an example of the clicking noise made during normal operation, view the video at: https://audi-external.kzoplatform.com:443/swf/player/315 (Figure 3).

***Figure 3.*** *QR code for viewing the video with a QR code reader on phones and tablets. Alternatively, the video can be accessed through computer internet browsers at the link provided in this bulletin.*

## Warranty

| | | | |
|---|---|---|---|
| **Claim Type:** | Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only. | | |
| **Service Number:** | 2683 | | |
| **Damage Code:** | 0017 | | |
| **Labor Operations:** | Reductive agent supply module remove+reinstall | 2683 1901 | 50 TU |
| **Diagnostic Time:** | GFF – Checking and clearing fault codes | 0150 0000 | Time stated on diagnostic protocol<br>(Max 80 TU) |
| | Transfer pump output test | 2683 1999 | 20 TU |
| | Road test prior to service procedure | No allowance | 0 TU |
| | Road test after service procedure | No allowance | 0 TU |
| | Technical diagnosis at dealer's discretion<br>(Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details) | | |
| **Claim Comment:** | As per TSB #2038295/3 | | |

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.

## Required Parts and Tools

| Part Number | Part Description | Quantity |
|---|---|---|
| 4L0131901B | Transfer pump for reduction agent | 1 |

## Additional Information

All parts and service references provided in this TSB (2038295) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.