

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
e-tron	2019 2021 – 2023	All	Not applicable
e-tron Sportback	2020 – 2023		
Q8 e-tron, Q8 Sportback e-tron, SQ8 e-tron, and SQ8 Sportback e-tron	2024		

REVISION HISTORY		
Revision	Date	Purpose
12	-	Revised <i>Service</i> (Updated repair Information)
11	12/10/2025	Revised <i>Service</i> (Updated claiming instructions)
10	09/25/2025	Revised <i>Service</i> (Updated claiming instructions)

Customer states:

- A Drive System/Electrical System Malfunction message (Figure 1) appears in the instrument cluster.



Figure 1. Warning lamp associated with message.

Workshop findings:

The following DTC is stored in the *Battery manager control module* -J840-, (address word 008C):

- Hybrid/EV Battery Voltage System Isolation.

and/or

- During a workshop visit, an internal leak (e.g., coolant drip container is full; coolant leaking from active chamber on front or rear axle) has been determined on the electric drive motor.

Technical Background

The electric drive motor is damaged due to an internal coolant leak.

Production Solution

Not applicable.

Service

Check coolant leak and localize the source of the leak:

Only if the following information is given can it be assumed that the electric drive motor is damaged due to an internal coolant leak:



In this case, check the seal on the coolant expansion tank beforehand and re-secure it after performing any required work. Vehicles should never be operated without a correctly filled cooling system.

Rear axle (Figure 2):

Drip container is overflowing:

- Coolant leaking from active chamber.

Drip container is empty:

- Coolant leaking from active chamber, particularly on vehicles with low mileage.

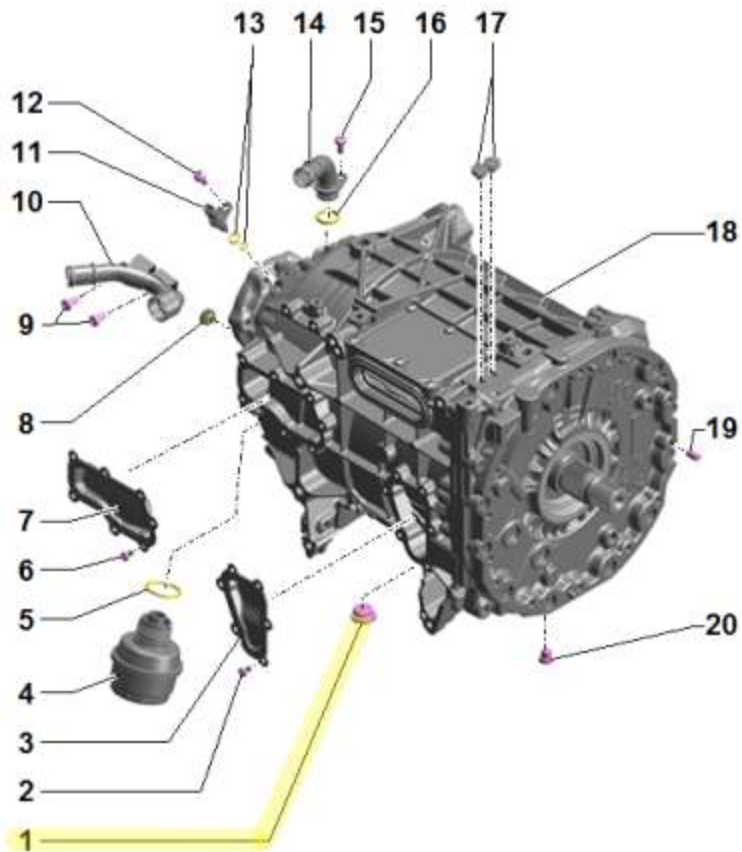


Figure 2. (1) Drain plug.

Front axle (Figure 3):

- Coolant leaking from active chamber.

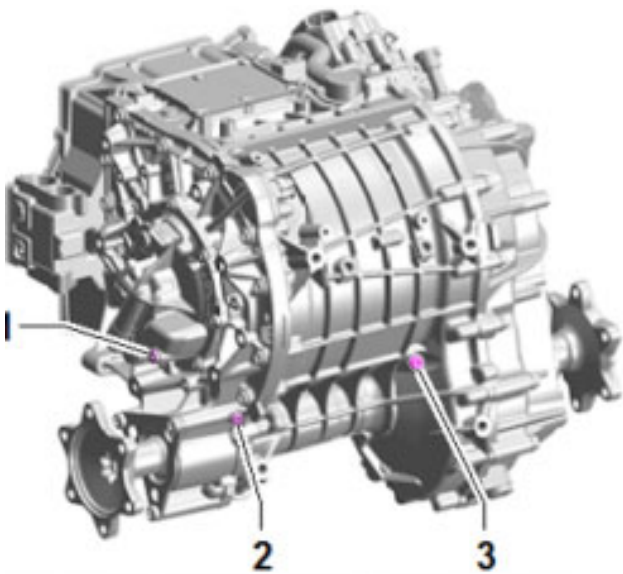


Figure 3. 1) Resolver cover: A few milliliters of coolant leakage is not an issue from a technical perspective. 2) Active chamber: No coolant may escape from the bores.

Dual motor rear axle (refer to Figure 4):

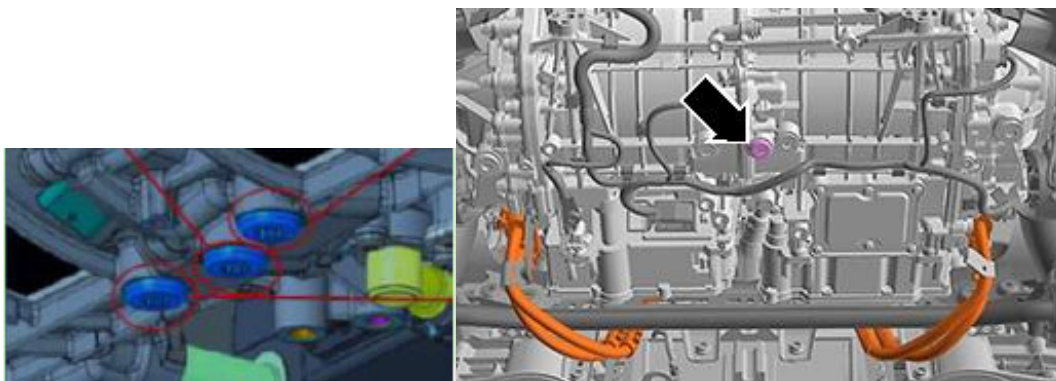


Figure 4. The drain plug is located between the two rear electric motors (Center drain plug)..

A few milliliters of coolant leakage is not an issue from a technical perspective.

The drain plugs for the active chamber are located on the left and right.

No coolant may leak.

Note:

Information on replacing the entire drive unit:

Depending on the equipment fitted, AUDI AG may offer the replacement of the entire drive unit. Please note the vehicle specific information in ETKA.

Information when replacing the drive motor:

The power electronics must not be replaced if the electric drive motor is leaking.

When replacing the drive motor without changing the gearbox, please refer to the information in the Workshop Manual regarding the calibration of axial clearance and use of the correct shims.

(Refer to table with settings in the Workshop Manual: Power transmission> Removing and installing gearbox>Determine shim for needle thrust bearing/radial needle bearing.)

If noises from the gearbox noise are apparent after repairs, it can be assumed that incorrect shim was used.



If the power and control electronics for electric drive must be replaced as a group, then this must be billed separately (see warranty accounting instructions).

If the gearbox is to be billed as subsequent repair, it must be billed separately (see warranty accounting instructions).

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 repeated repairs may be necessary. In such a case, we may reject the warranty claim and charge back the cost of the parts.

Warranty

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.
Service Number:	9340 (If front electric drive motor was replaced) 9346 (If rear electric drive motor was replaced)

Damage Code:	0050		
OR			
Service Number:	9350 (If the power and control electronics for the electric drive were replaced; this must be billed separately)		
Damage Code:	T055		
OR			
Service Number:	3435 (if gearbox was replaced after repairing drive motor)		
Damage Code:	T055		
Labor Operations:	Check electric drive motor for front axle for leaks	9340 0199	15 TU
	Check electric drive motor for rear axle for leaks	9346 0199	10 TU
	Replace front drive motor	9340 55xx	See SRT with associated operations
	Replace electric drive motor for rear axle	9346 55xx	See SRT with associated operations
	Replace 2 electric drive motors for rear axle, e-tron S	9346 56xx	See SRT with associated operations
	Deactivate and activate the high-voltage system	9310 835X	See SRT with associated operations
	Charge battery	2706 8950	See SRT with associated operations
	GFF	0150 0060	Time stated on the diagnostic protocol
	Test drive before the service procedure	No Allowance	0 TU
	Test drive after the service procedure	0121 0004	10 TU
Claim Comment:	As per TSB 2073858/12		

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.

Please note the information on predecessors and items that are included and excluded in the repair operations, as well as any associated tasks.

Additional Information

All part and service references provided in this TSB (**2073858**) 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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