



# Technical Service Bulletin

**19 MIL on, DTC P0CE100 or P0C4300 stored in the thermal management control module**

19 20 05 2060218/1 July 20, 2020.

| Model(s) | Year | VIN Range       | Vehicle-Specific Equipment |
|----------|------|-----------------|----------------------------|
| Q5       | 2020 | 000001 - 089532 | TFSt e                     |

## Condition

### Customer states:

- The exhaust emissions warning lamp appears in the instrument cluster (Figure 1).



**Figure 1.** Exhaust emissions warning lamp.

### Workshop findings:

One of the following DTCs is logged in the thermal management control module, J1024 (address word 00C5):

- DTC P0C4300** (coolant temperature sender 1 for hybrid/high-voltage battery).

Or

- DTC P0CE100** (valve 1 for coolant of hybrid/high-voltage battery).

## Technical Background

A software update in the thermal management control module.

## Production Solution

New software in the thermal management control module, J1024 (address word 00C5) addressed the condition.



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## Service

This TSB replaces Pending Service Solution (PSS) TSB 2059530: *PSS 19 MIL on, DTC P0C4300 or P0CE100 stored in the thermal management control module.*



### Applies to vehicles with high-voltage components:

To prevent charging of the high-voltage battery during the software update, the high-voltage cable is to be removed BEFORE entry of the SVM code on vehicles with high-voltage components.

Charging the high-voltage battery during a software update can lead to damage of the high-voltage components.

### SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions.*
2. Update the thermal management control module, J1024 (address word 00C5) using the SVM action code as listed in the table below, if necessary:

| Model     | Part Number | Old Software Version | Part Number<br>(or higher) | New Software Version<br>(or higher) | SVM Code Input |
|-----------|-------------|----------------------|----------------------------|-------------------------------------|----------------|
| Q5 TFSI e | 4M0965429N  | 0303                 | 4M0965429P                 | 0304                                | C5A002         |

## Warranty

|                   |                                                                                                                                                                                                                                                     |              |                                                    |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|----------------------------------------------------|
| Claim Type:       | <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> |              |                                                    |
| Service Number:   | 1928                                                                                                                                                                                                                                                |              |                                                    |
| Damage Code:      | 0040                                                                                                                                                                                                                                                |              |                                                    |
| Labor Operations: | Software Update (Includes checking for DTCs)                                                                                                                                                                                                        | 0151 0000    | Time stated on the diagnostic protocol (Max 30 TU) |
| Diagnostic Time:  | GFF                                                                                                                                                                                                                                                 | No allowance | 0 TU                                               |



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|                       |                                          |              |      |
|-----------------------|------------------------------------------|--------------|------|
|                       | Road test prior to the service procedure | No allowance | 0 TU |
|                       | Road test after the service procedure    | No allowance | 0 TU |
| <b>Claim Comment:</b> | As per TSB #2060218/1                    |              |      |

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

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2011732, *00 Software Version Management (SVM), operating instructions*.

All part and service references provided in this TSB (2060218) 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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