



Technical Service Bulletin

43 Warning message in the cluster "Air suspension fault", DTC C11AFF0 is stored in the suspension module

43 21 55 2063660/2 September 7, 2021. Supersedes Technical Service Bulletin Group 43 number 21-49 dated June 14, 2021 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2019	000001 - 015385	Adaptive suspension

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Warranty</i> (Removed test drives) Revised <i>Required Parts and Tools</i> (Updated Tool)
1	06/14/2021	Initial publication

Customer states:

- The message "*Air suspension: system fault*" is shown in the instrument cluster.

Workshop findings:

The following DTC is sporadically logged in the suspension control module, J775 (address word 0074):

- DTC C11AFF0** (Level control pressure reservoir leak detected).

Technical Background

Incorrect air hose length around rear left wheel housing.

Production Solution

Improved air hose length around rear left wheel housing implemented into production.

Service

Before performing the repairs, follow the instructions below to verify the condition:



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1. Check whether there are irregularities in the marked area of the rear left wheel housing liner (Figure 1).



Figure 1. Area of possible irregularities.

2. If there are irregularities in the marked area, follow steps 1 to 6 to correct the issue.
3. If there are **NO** irregularities in the marked area, perform diagnosis with GFF and tool VAS 751 001 to locate possible leaks/issues.

Repair:



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1. Check purple and yellow air hoses for damage (proceed with the repair, use only the repair kit set as described in ETKA) (Figure 2).

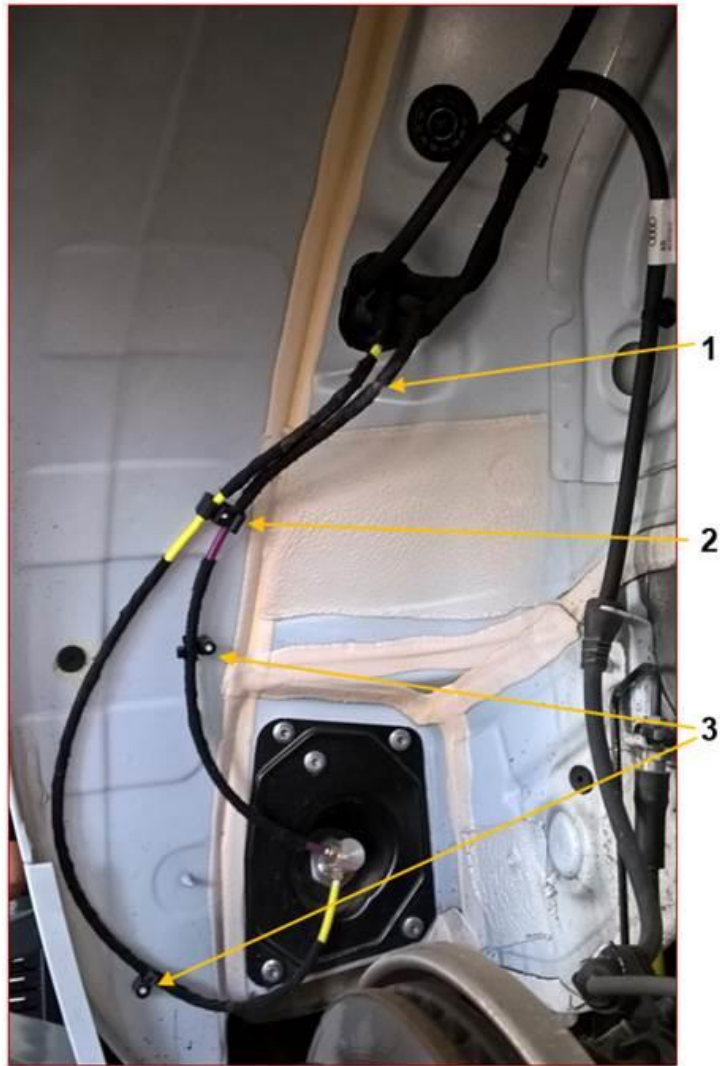


Figure 2. Area to be reworked.

2. Unclip both air hoses (Figure 2).
3. Loosen both cable ties (Figure 2).
4. Pull both air hoses down toward the accumulator and clip them in. Secure the hoses with a cable tie above the clip (the distance between the vehicle body and air hoses should be less than 35 mm) (Figure 3).



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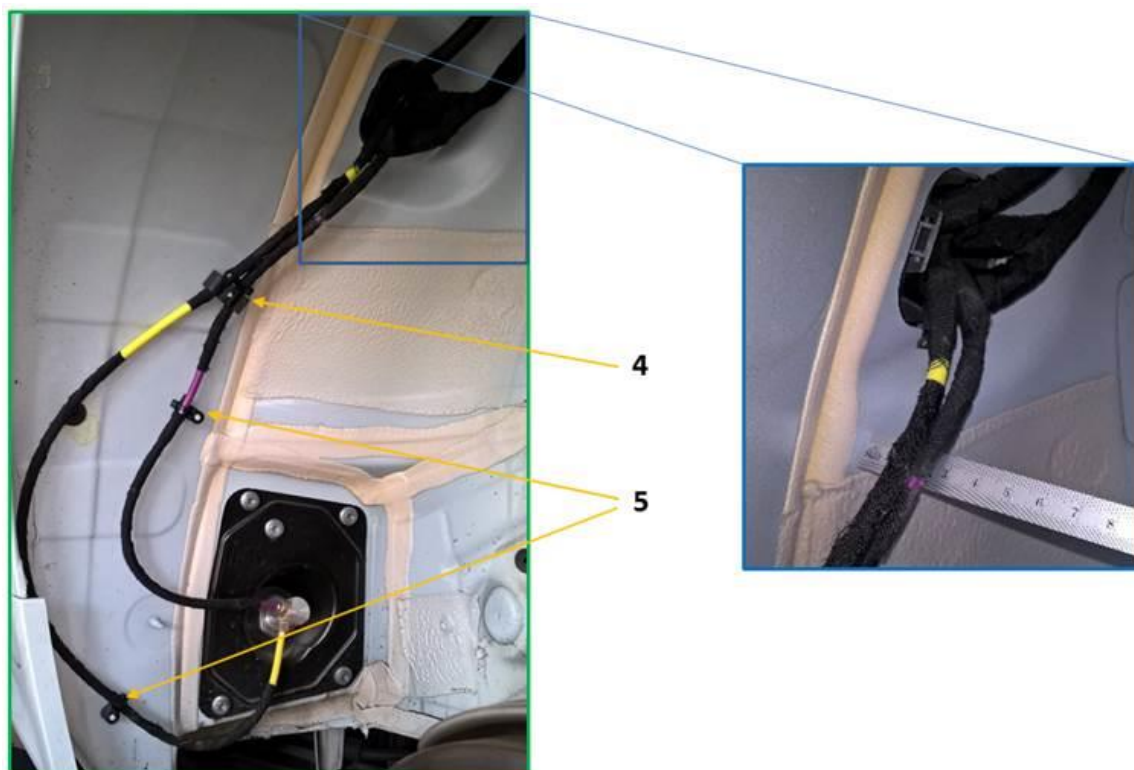


Figure 3. Close-up area: location where the distance between the vehicle body and air hoses should be less than 35 mm.

5. Secure the air hoses again at the intended locations with cable ties.
6. Replace the damaged wheel housing liner according to ETKA.

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.
Service Number:	4382
Damage Code:	0050



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Labor Operations:	Remove and install 1 wheel	4405 1900	See SRT with associated operations
	Check air hose for damage	4385 0199	10 TU
	Remove and install wheel housing liner	6676 1900	See SRT with associated operations
	Repair Air Hose	4385 4199	30 TU
Diagnostic Time:	GFF	0150 0000	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 #2063660/2		

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
See ETKA	Wheel housing liner	01
See ETKA	Repair Kit for air channel	01

Tool Number	Tool Description
VAS751001	Air Suspension Leak Tester



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Additional Information

All parts and service references provided in this TSB (2063660) are subject to change and/or removal.

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