



# Technical Service Bulletin

## 19 Heating output insufficient (DTC B10D004 and/or B11D501)

19 17 81 2047114/2 March 15, 2017. Supersedes Technical Service Bulletin Group 19 number 17-80 dated March 9, 2017 for reasons listed below.

| Model(s)             | Year        | VIN Range | Vehicle-Specific Equipment |
|----------------------|-------------|-----------|----------------------------|
| A6, A7, S6, S7, RS 7 | 2015        | All       | Not Applicable             |
| A8, S8               | 2014 - 2017 | All       | Not Applicable             |
| S8 +                 | 2016 -2017  | All       | Not Applicable             |

## Condition

| REVISION HISTORY |            |                                                    |
|------------------|------------|----------------------------------------------------|
| Revision         | Date       | Purpose                                            |
| 2                | -          | Revised <i>Warranty</i> (Updated Labor Operations) |
| 1                | 03/09/2017 | Initial publication                                |

### Customer statement:

- Insufficient heating output
- Passenger compartment does not get warm

### Workshop findings:

The customer statement can be reproduced. In the climatronic control module, J255 (address word 0008), at least one of the following event entries is logged:

- **DTC B10D004** coolant circulation pump, mechanical fault

Or

- **DTC B11D501** supply voltage of terminal 30 for coolant circulation pump, electric fault

## Technical Background

The V50 coolant recirculation pump is malfunctioning.

# Technical Service Bulletin

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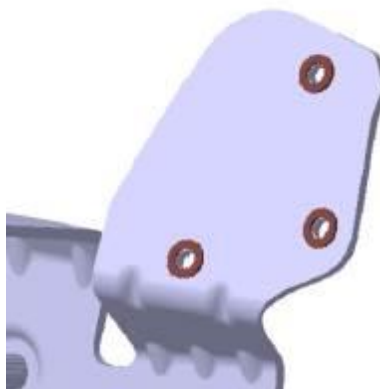
## Production Solution

Improved coolant pump.

## Service

Replace the V50 coolant recirculation pump, use the washers if pump is mounted with screws to the bracket as shown (some models have rubber covered metal band instead).

- N 011 523 21 (3x)



**Figure 1.** Washers installed.

To ensure about 1mm distance between the V50 coolant recirculation pump and its bracket (Figure 1 and 2):

Bleed the coolant circuit according to ElsaPro at *Repair Manual >> Engine >> 19 Cooling System >> Cooling System/Coolant >> Cooling, Draining and Filling*.



**Figure 2.** Pump mounted.



# 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 vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul> |           |        |
| <b>Service Number:</b>   | 1945                                                                                                                                                                                                                                            |           |        |
| <b>Damage Code:</b>      | 0010                                                                                                                                                                                                                                            |           |        |
| <b>Labor Operations:</b> | <b>A6, S6, A7, RS 7</b>                                                                                                                                                                                                                         |           |        |
|                          | V50 coolant recirculation pump remove+ reinstall 2.0TFSI Chain                                                                                                                                                                                  | 1945 1913 | 80 TU  |
|                          | V50 coolant recirculation pump remove+ reinstall 2.0TFSI Gen 3                                                                                                                                                                                  | 1945 1915 | 60 TU  |
|                          | V50 coolant recirculation pump remove+ reinstall 3.0TFSI                                                                                                                                                                                        | 1945 1941 | 90 TU  |
|                          | V50 coolant recirculation pump remove+ reinstall 3.0TFSI Evo CREC only                                                                                                                                                                          | 1945 1908 | 220 TU |
|                          | V50 coolant recirculation pump remove+ reinstall 4.0TFSI Chain                                                                                                                                                                                  | 1945 1921 | 80 TU  |
|                          | <b>A8, S8</b>                                                                                                                                                                                                                                   |           |        |
|                          | V50 coolant recirculation pump remove+ reinstall 3.0TFSI Chain                                                                                                                                                                                  | 1945 1941 | 50 TU  |
|                          | V50 coolant recirculation pump remove+ reinstall 3.0TFSI Evo CREC only                                                                                                                                                                          | 1945 1908 | 240 TU |



# Technical Service Bulletin

|                         |                                                                                                                              |              |                                                |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------|--------------|------------------------------------------------|
|                         | V50 coolant recirculation pump remove+ reinstall V8 FSI Chain                                                                | 1945 1919    | 90 TU                                          |
|                         | V50 coolant recirculation pump remove+ reinstall 4.0TFSI Chain                                                               | 1945 1921    | 90 TU                                          |
|                         | V50 coolant recirculation pump remove+ reinstall 12 cylinder                                                                 | 1945 1982    | 50 TU                                          |
|                         | Front bumper cover removed + reinstalled (12 cylinder engine only)                                                           | 6329 1900    | 110 TU                                         |
| <b>Diagnostic Time:</b> | GFF                                                                                                                          | 0150 0000    | Time stated on diagnostic protocol (Max 20 TU) |
|                         | Road test prior to service procedure                                                                                         | No allowance | 0 TU                                           |
|                         | Road test after service procedure                                                                                            | 0121 0004    | 10 TU                                          |
|                         | Technical diagnosis at dealer's discretion<br>(Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details) |              |                                                |
| <b>Claim Comment:</b>   | As per TSB #2047114/2                                                                                                        |              |                                                |

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.



# Technical Service Bulletin

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## Required Parts and Tools

| Part Number  | Part Description               | Quantity |
|--------------|--------------------------------|----------|
| 06D 121 601  | V50 coolant recirculation pump | 1        |
| N 906 87 001 | Spring clips 27 x12            | 2        |
| N 011 523 21 | Washer 5 x10 x 1               | 3        |
| G 013A8J1G   | Coolant additive               | 1        |

| Tool Number | Tool Description             |
|-------------|------------------------------|
| VAS6096     | Cooling System Charging Unit |
| VAG 1974/8  | Adapter                      |
| VAG 1978/17 | Adapter                      |

## Additional Information

All parts and service references provided in this TSB (2047114) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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