Technical Service Bulletin

01 MIL on (DTC P20E800)

01 16 89 2040962/3 November 30, 2016. Supersedes Technical Service Bulletin Group 01 number 15-32 dated July 22, 2015 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, A6, A7, A8	2014 - 2015	All	TDI clean diesel

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
3	-	Revised *Required Parts and Tools* (Added o-ring and updated part numbers)
2	07/22/2015	Revised *Production Solution* (Completely revised) Revised *Service* (Completely revised) Revised *Warranty* (Completely revised) Revised *Required Parts and Tools* (Completely revised)
1	06/19/2015	Initial publication

- MIL on.
- **DTC P20E800** (Reductant pressure too low) is stored in the engine control module (ECM), J623 (address word 0001).
- No relevant component or electrical problems are found when Guided Fault Finding (GFF) is run on the stored fault codes.

Technical Background

Hardware and software update is needed.

Production Solution

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- Software improvement with more robust onboard diagnostics.
- Optimized check valve in AdBlue delivery module. Additional checks at module supplier.
- New pumps pretested at supplier for pressure build-up behavior.

Service

1. Update the software by following the SVM Update Instructions below.

   Tip: If the ECM software is already at the updated levels shown in the *Service* section below, skip to the next step to replace the AdBlue delivery module.

2. Replace the AdBlue pump (reducing agent delivery module) by following the instructions in the Elsa Repair Manual (*Engine >> 6-cylinder TDI Common Rail Engine (Gen II) >> 26 Exhaust System, Emission Controls, Selective Catalytic Reduction System*).

   Do not contact TAC unless the problem persists after the software/hardware update or if there is a problem with the SVM process.

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the engine control module (ECM), J623 (address word 0001), using the SVM action code as listed in the table below if necessary:

Model	Engine	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
Q5	CPNB	8K5907401J	< 0005	8K5907401J	0005	01A209
Q5	CPNB	8K5907401S	*	8K5907401AC	0002	01A209
A6,A7	CPNB	4G0907401N	< 0005	4G0907401N	0005	01A209
A6,A7	CPNB	4G0907401T	*	4G0907401AA	0002	01A209
A8	CPNA	4H0907401F	< 0009	4H0907401F	0009	01A209
A8	CPNB	4H0907401K	*	4H0907401N	0002	01A209

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Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	2360		
Damage Code:	0039		
Labor Operations:	**For Q5:**		
	Reductive agent tank remove + reinstall	2681 1900	90 TU
	Reductive agent supply module remove + reinstall	2683 1950	30 TU
	For A6, A7:		
	Reductive agent tank remove + reinstall	2681 1900	110 TU
	Reductive agent supply module remove + reinstall	2683 1950	20 TU
	For A8:		
	Reductive agent tank remove + reinstall	2681 19XX	See Elsa
	Reductive agent supply module remove + reinstall	2683 1950	30 TU
	For all vehicles:		
	Reductive agent inspect + add (reuse)	2688 3550	See Elsa
	Software update	2360 2599	50 TU
Diagnostic Time:	GFF	0150 0000	20 TU

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	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 (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2040962/3		

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

For Q5, MY2015 A8:

Part Number	Part Description	Quantity
8K0 131 357	o-ring	1
8R0131969E	Reductive Agent Supply Module	1

For A6, A7, MY2014 A8:

Part Number	Part Description	Quantity
4G0 131 357	o-ring	1
4G0131969F	Reductive Agent Supply Module	1

Additional Information

All parts and service references provided in this TSB (2040962) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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