Technical Service Bulletin

01 MIL on (DTC P20E800)

01 15 25 2040962/1 June 19, 2015.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2014 - 2016	All	TDI clean diesel
A8, Q5	2014 - 2015	All	TDI clean diesel

Condition

- MIL on.
- **DTC P20E800** (Reductant pressure too low) is stored in the engine control module (ECM), J623 (address word 01).
- No relevant component or electrical problems are found when Guided Fault Finding (GFF) is run on the stored fault codes.

Technical Background

Software update is needed.

Tip: If the ECM software is already at the updated levels shown in the *Service* section below, this bulletin does not apply. Contact the Audi Technical Assistance Center (TAC) for further instruction.

Production Solution

Software improvement with more robust onboard diagnostics.

Service

- Update the software by following the SVM Update Instructions below.
- Do not replace any parts for these fault codes unless directed to do so by GFF.
- Do not contact TAC unless the problem persists after the software update or if there is a problem with the SVM process.

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SVM Update Instructions

1. Follow all instructions in the TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the engine control module (ECM), J623 (address word 01), 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 TDI	CPNB	8K5907401J	< 0005	8K5907401J	0005	01A209
Q5 TDI	CPNB	8K5907401S	*	8K5907401AC	0002	01A209
A6/A7 TDI	CPNB	4G0907401N	< 0005	4G0907401N	0005	01A209
A6/A7 TDI	CPNB	4G0907401T	*	4G0907401AA	0002	01A209
A8 TDI	CPNA	4H0907401F	< 0009	4H0907401F	0009	01A209
A8 TDI	CPNB	4H0907401K	*	4H0907401N	0002	01A209

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	2360		
Damage Code:	0039		
Labor Operations:	Connect battery charger and perform software update with SVM	2360 2599	50 TU
Diagnostic Time:	GFF	0150 0000	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 (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2040962/1		

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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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