



# Technical Service Bulletin

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## 43 Air suspension malfunction/leak, DTCs C114707, C114807, C11E2F1, and/or C11AFF0 stored in the suspension module

43 20 33 2059077/1 April 3, 2020.

| Model(s) | Year | VIN Range       | Vehicle-Specific Equipment |
|----------|------|-----------------|----------------------------|
| Q7       | 2017 | All             | Adaptive suspension        |
| Q7       | 2018 | 000001 - 064046 | Adaptive suspension        |
| Q8       | 2018 | 000001 - 003937 | Adaptive suspension        |

## Condition

### Customer states:

- A warning about the air suspension system malfunction is shown in the instrument cluster.

### Workshop findings:

At least one of the following DTCs is logged in the suspension control module, J775 (address word 0074):

- **DTC C114707** (Front left air spring/air hose, mechanical fault).
- **DTC C114807** (Front right air spring/air hose, mechanical fault).
- **DTC C11E2F1** (Self-levelling suspension of front axle, extremely low level detected).
- **DTC C11AFF0** (Pressure accumulator of self-leveling suspension, leak detected).

## Technical Background

Not applicable.

## Production Solution

Not applicable.



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## Service

1. Check the air hoses in the marked area for possible damages/leaks (Figure 1).



**Figure 1.** Checking the air hoses.

2. If damages/leaks are found, proceed as described below:



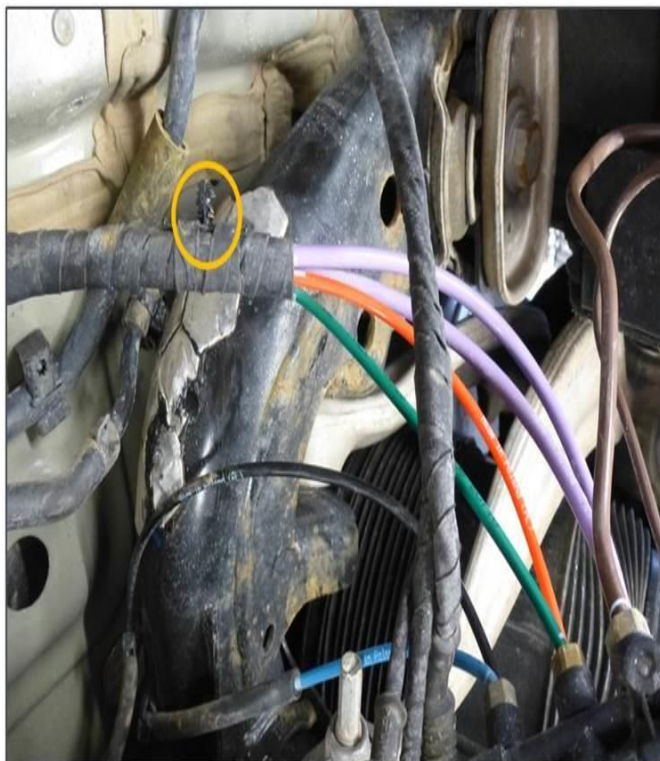
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2.1 Repair the damaged air hose with the repair kit available at the parts catalog.

2.2 Shorten the four air hoses to the specified sizes according to the measurements below. Measure the distance from the existing clip to the air hose end towards the solenoid valve block (Figure 2).

- Red hose: 216 mm.
- Green hose: 195 mm.
- Both violet hoses: 226 mm.



*Figure 2. Repairing the damaged hose.*



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3. After adjusting the air hose length, replace the clip and route the hoses as follows (Figure 3).



**Figure 3.** Routing of the hose.

4. Replace the connectors of the solenoid valve unit attaching the shortened air hoses.
5. Perform further assembly steps according to the repair manual.
6. Reset all DTC's, proceed with basic settings of the J775 and reevaluate the vehicle.



**Tip:** Special tool VAS 751 001 can help to locate possible leaks in the air suspension system.

## 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 the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul> |           |       |
| <b>Service Number:</b>   | 4324                                                                                                                                                                                                                                                |           |       |
| <b>Damage Code:</b>      | 0050                                                                                                                                                                                                                                                |           |       |
| <b>Labor Operations:</b> | Remove and install compressor cover                                                                                                                                                                                                                 | 6614 1999 | 30 TU |



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|                         |                                               |           |                                                    |
|-------------------------|-----------------------------------------------|-----------|----------------------------------------------------|
|                         | Check air hoses for damage                    | 4324 0199 | 10 TU                                              |
|                         | Remove and install valve unit                 | 4323 1999 | 40 TU                                              |
|                         | Repair 1 air hose                             | 4324 4199 | 10 TU                                              |
|                         | Repair 2 air hoses                            | 4324 4299 | 20 TU                                              |
|                         | Repair 3 or 4 air hoses                       | 4324 4299 | 30 TU                                              |
|                         | Shorten 4 air hoses                           | 4324 4099 | 30 TU                                              |
|                         | Reposition clip                               | 4313 1399 | 10 TU                                              |
|                         | Replace connectors of the solenoid valve unit | 4323 4199 | 20 TU                                              |
| <b>Diagnostic Time:</b> | GFF                                           | 0150 0000 | Time stated on the diagnostic protocol (Max 30 TU) |
|                         | Road test prior to the service procedure      | 0121 0002 | 10 TU                                              |
|                         | Road test after the service procedure         | 0121 0004 | 10 TU                                              |
| <b>Claim Comment:</b>   | As per TSB 2059077/1                          |           |                                                    |

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.

## 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                                                                                            | Air suspension repair kit                                          | 01            |

| Tool Number | Tool Description    |
|-------------|---------------------|
| VAS 751 001 | Air Suspension Tool |



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## Additional Information

All parts and service references provided in this TSB (2059077) are subject to change and/or removal.

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