



Technical Service Bulletin

93 DTCs P0C4A00, P2B2800 and/or P0CFF00 Stored in the Hybrid Battery Management control unit

93 22 83 2068363/1 November 7, 2022.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron quattro, and Q4 Sportback e-tron quattro	2022	All	Not Applicable

Condition

Customer states:

- The warning message in the dash panel insert comes on with “Electric drive: fault. Please contact workshop”.

Workshop findings:

The customer statement can be reproduced.

At least one of the following DTCs are logged in Hybrid Battery Management (BMCe) J840 (address word 008C):

- DTC P0C4A00 – Activation of coolant pump 1 for hybrid / high voltage battery malfunction.

or

- DTC P0CFF00 – Hybrid/EV Battery Pack Coolant Pump Stuck.

and/or

- DTC P2B2800 – Hybrid/EV Battery Pack Coolant Pump Performance.



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Technical Background

Residual air in the cooling system may cause dry running of the coolant pump.

Production Solution

Not applicable.

Service

If one or more of the faults specified above is entered, proceed as follows:

In order to erase a static event memory entry, the control units must be in bus sleep mode.

To ensure that no problems occur during the bleeding routine, it is essential that the high-voltage system is within a defined temperature range.

Check the temperature in the Hybrid Battery Management (BMCE) J840 (address word 008C) Measured Value Block: 2A0B (IDE01838) battery temperature. The temperature must be in the range of 3-26°C.

- Erase event memory entry.
- Perform bleeding routine twice via Guided Fault Finding.
- Then evaluate the complaint again.

If the fault does not return:

- The vehicle can be returned to the customer.

If the fault returns:

The coolant pump (V590) must be replaced according to the Workshop Manual.



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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:	9382		
Damage Code:	0040		
Labor Operations:	Check vehicle (initiate bus sleep mode)	0689 0199	10 TU
	If necessary: Remove and install coolant pump (Claim related SRTs per ELSA for the specific vehicle)	9382 19xx	See SRT
Diagnostic Time:	GFF (Checking and clearing fault and Bleeding Procedures)	0150 0000	Time stated on diagnostic protocol (Max 120 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	0121 0004	10 TU
Claim Comment:	As per TSB 2068363/1		

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.



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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
1EA 965 567 D	Water Pump (If required)	01

Additional Information

All parts and service references provided in this TSB (**2068363**) are subject to change and/or removal.

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