



Technical Service Bulletin

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

93 24 97 2068363/5 July 31, 2024. Supersedes Technical Service Bulletin Group 93 number 23-31 dated October 2, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2022 – 2024	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised <i>Warranty</i> (Updated Labor Operations)
4	10/02/2023	Revised <i>Service</i> (Updated service instructions) Revised header (Added MY)
3	5/09/2023	Revised <i>Service</i> (Added V590 location) Revised <i>Parts and Tools</i> (Updated parts information)

Customer states:

The warning message “Electric drive: fault. Please contact workshop” appears in the dash panel insert.

Workshop findings:

The customer statement can be reproduced.

At least one of the following DTCs is 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.

Technical Background 1

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

Production Solution

Not applicable.



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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 3-35°C.

Erase event memory entry.

If event memory entry remains static, coolant pump V590 must be replaced according to the workshop manual, otherwise:

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, Figure 1) must be replaced according to the Workshop Manual.

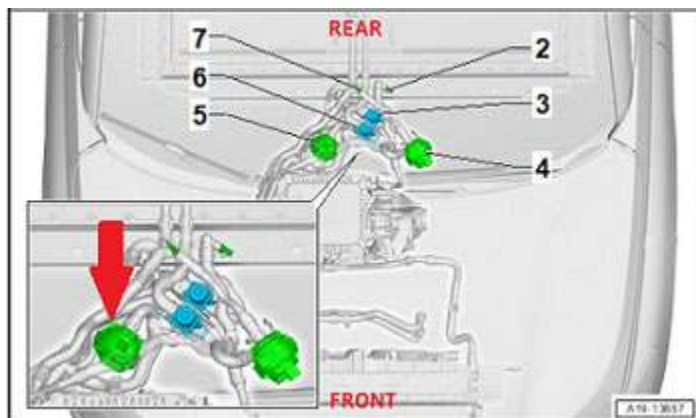


Figure 1: V590 location.

Warranty

Claim Type:	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



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	If necessary: Remove and install coolant pump (Claim-related SRTs per ELSA for the specific vehicle)	9382 19xx	See SRT with associated operations
Diagnostic Time:	GFF (Checking and clearing fault and Bleeding Procedures)	0150 0060	Time stated on diagnostic protocol
Claim Comment:	As per TSB 2068363/5		

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
1EA 965 567 D OR 1EA 965 567 L (See ETKA for correct parts suffix)	If required: Water Pump (Order to VIN in ETKA)	1

Additional Information

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

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