



Technical Service Bulletin

19 loss of coolant from coolant pump - V6 TFSI

19 23 45 2070349/2 November 1, 2023. Supersedes Technical Service Bulletin Group 19 number 23-39 dated May 17, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
S4, S5, S5 Cabriolet, S5 Sportback, and SQ5	2018 – 2024	All	V6 Engine
RS 5	2018 – 2019 2021 – 2024		
A6, A7, A8, and Q8	2019 – 2024		
RS 5 Sportback	2019 2021 – 2024		
A6 allroad, S6, A7, and Q7	2020 – 2024		
SQ5 Sportback	2021 – 2024		

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	<i>Production Solution</i> (Added countermeasure production dates) <i>Service</i> (Updated instructions) <i>Warranty</i> (Updated labor operations)
1	05/18/2023	Initial publication

Customer states:

- Coolant loss/leak.
- Coolant warning lamp.

Workshop findings:

The coolant pump is suspected to be the source of the leak.

Technical Background



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To avoid repeat repairs or incorrect repairs, make sure to locate the leak precisely. Ensure that the coolant level has not dropped due to insufficient bleeding during production or due to a previous repair.

Note:

Traces of coolant (small quantity) on drip cup (refer to figure 1).

Due to lubrication/cooling of the seal, up to 3 ml may escape over the course of 100 hours of operation. This is quite normal and does not constitute a reason for a complaint.



Figure 1: Traces of coolant on the drip cup.

Production Solution

Counter measure was implemented in production according to the following table:

Model	Production Date
SQ5	Mar 19, 2022
Q7/Q8	Nov 30, 2021
S6/ S7/A6/A7	Nov 30, 2021



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S4/S5/ RS5	Nov 19, 2021
A8	Nov 17, 2021

Service

Locate the leak precisely and then proceed as follows:

- 1) Clean and dry the leak and traces of coolant **thoroughly**.
- 2) Fill the cooling system to max.
- 3) Perform visual check; assess whether there may be a leak at idling speed and at higher engine speeds of up to approx. 2500 rpm.
- 4) Check the cooling system for leaks according to the Workshop Manual.
- 5) Remove vacuum line from water pump and check for coolant leaks
- 6) Reassess the suspected leak:

→ **No** further coolant leak can be detected: **continue to observe without replacing any parts.**

→ Coolant leak can be detected again **and** vehicle production date is **after** solution implementation dates mentioned in "Production Solution" section above, **please contact TAC** for additional information **before proceeding.**

→ Coolant leak can be detected again **and** vehicle production date is **before** Production Solution implementation dates mentioned in "Production Solution" section above, **replace the component causing the leaks and any components connected to the vacuum system that show signs coolant ingress.**

Warranty

Claim Type:	110 Up to 48 Months/50,000 Miles. G10 for CPO Covered Vehicles – Verify Owner. If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	1950		
Damage Code:	0050		
Labor Operations:	Remove and install noise insulation.	1082 19XX	See SRT with associated operations
	Check and top up coolant, clean, and perform visual check.	1938 3599	30 TU



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	Check cooling system for leaks	1901 0150	See SRT with associated operations
	Remove and install coolant pump (Only if Faulty)	1950 19XX	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2070349/2		

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.

Additional Information

All part and service references provided in this TSB (**2070349**) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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