



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration
June 19, 2019

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue, SE
Washington, DC 20020

[REDACTED]
Pittsburgh, PA [REDACTED]

NEF-109 ela
Ref. No. 11133126

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2014 Audi Q5 vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Based on the repair order you provided, the dealer identified your problem as a no-start condition. Also, they identified diagnostic trouble code P310B and performed the repair described in Audi Technical Service Bulletin (TSB) No. 2043758. The TSB addresses a no-start condition due to a vapor lock that occurs in the fuel delivery unit when the temperature outside is around 105°F or higher, after start-stop journeys with longer idle speed phases and a hot engine.

However, you state that you experienced an engine stall at 70 mph, which is not the problem described in the TSB. This TSB has been revised several times and now instructs dealers to install a fuel delivery module repair kit, seal, and cap if necessary. The dealer noted that they also replaced the fuel pump, which was the repair in an earlier TSB. Nonetheless, all versions of the TSB state the failure condition not as an engine stall at speed, but rather an engine no-start.

Please note that the issuance of a TSB does not necessarily reflect the existence of a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue a TSB to their dealers to provide repair instructions for a known problem. Absent of a safety recall, NHTSA has no jurisdiction to assist owners in vehicle repairs, parts delays, TSB's, and dealership issues.

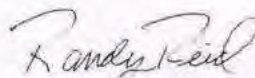
While researching your problem, we reviewed our database in an effort to identify whether a safety defect trend exists unrelated to the TSB that may cause engine stalls or a loss of motive power at highway speeds in MY 2014 Audi Q5 vehicles. At this time, there is insufficient evidence to indicate a defect trend that warrants opening a safety defect investigation or initiating a recall. We recommend that you continue to work with Audi and your dealer if you require further assistance with your vehicle.

Further review of your problem identified a recall (NHTSA Safety Recall Campaign No. 18V-229, enclosed) that has not been completed on your vehicle. In certain MY 2012 through MY 2017 Audi vehicles equipped with a 2.0L TFSI engine, the electric coolant pump may experience a short circuit and/or overheat and cause a fire. We recommend that you contact Audi and your dealer for more information and schedule an appointment have the recall remedy performed as soon as possible. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, an explanation of NHTSA's investigation and recall process is on our website at

https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures



Technical Service Bulletin

20 MIL on (DTC P310B - Low fuel pressure regulation / pressure out of specification)

20 17 89 2043758/5 May 24, 2017. Supersedes Technical Service Bulletin Group 20 number 16-76 dated August 18, 2016 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2012 - 2016	All	2.0L and 3.0L engine
A6, A7,	2012 - 2018	All	2.0L and 3.0L engine
A5, A5 cabriolet, Q5	2012 - 2017	All	2.0L and 3.0L engine

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised header data (Added models) Revised <i>Warranty</i> (Added time for installing fuel kit and for a Road Test. Removed time for checking low pressure and fuel delivery rate) Revised Service Solution (Updated procedure)
4	08/18/2016	Revised <i>Warranty</i> (Updated time for checking low fuel pressure and fuel delivery rate)
3	08/02/2016	Revised <i>Warranty</i> (Added time for checking fuel pressure and delivery rate)

- MIL on.
- Customer has problems starting the car.
- The issue usually occurs when the temperature outside is around 105°F or higher, after start-stop journeys with longer idle speed phases and a hot engine.

Technical Background

Vapors in fuel system.



Technical Service Bulletin

Production Solution

Not applicable.

Service

If **DTC P310B** (Low fuel pressure control, fuel pressure outside tolerance) stored in the engine control module (ECM), J623 (address word 0001) with one of the following symptom codes:

- Symptom code 6183 for 3.0 TFSI.
- Symptom code 2636 and/or 2637 for 2.0 TFSI.

Intake air temperature is usually above 140°F (60°C) in the freeze frame data of the diagnostic log.

Proceed as follows:

1. Remove the fuel delivery unit according to the Repair Manual, *Workshop Manual >> Engine >> Fuel Supply Gasoline Engines >> 20 Fuel Supply >> Fuel Delivery Unit >> Fuel Delivery Unit Removing and Installing.*



Warning:

Danger due to escaping fuel. To prevent large quantities of fuel from leaking from the fuel delivery unit when removing, the fuel tank may only be a maximum of $\frac{1}{4}$ full

2. Install the kit in the fuel delivery module.

The repair kit for fuel delivery module has the following parts:

- Control Valve "A." (Figure 1)
- Control Valve "B" (Figure 2)
- Hose (Figure 3)



Figure 1. Control Valve "A."



Technical Service Bulletin



Figure 2. Control Valve "B."



Figure 3. Hose.



Note:

There are 3 different designs for Control Valve Type B.

- Type B1: Part has to be modified at the dealership (cut the red area described in the picture). Make sure there is no plastic debris inside or outside the valve.
- Type B2: no modification has to be performed, ready for installation.
- Type B3: no modification has to be performed, ready for installation.



Technical Service Bulletin

Type: B1

Cut the area marked in red.



Figure 11. Cut the area marked in red.

Type: B2

No modifications are necessary.

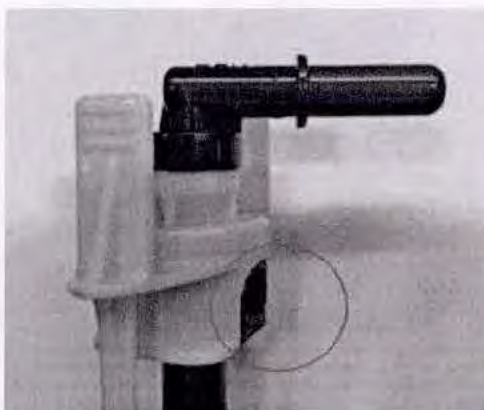


Figure 12. Do not modify.



Technical Service Bulletin

Type: B3

No modifications are necessary.



Figure 13. Do not modify.

Follow the next steps to install the kit in the fuel delivery module:

- 2.1 With the fuel delivery unit outside the vehicle, disconnect the main supply line (Figure 4).



Figure 4. Disconnect the main supply line.

- 2.2 Install the hose supplied in the kit according to the picture below:



Figure 5. Install the hose.



Technical Service Bulletin

2.3 Install Control Valve "B" in the marked area. Push it until a 'click' noise is heard (Figure 6).

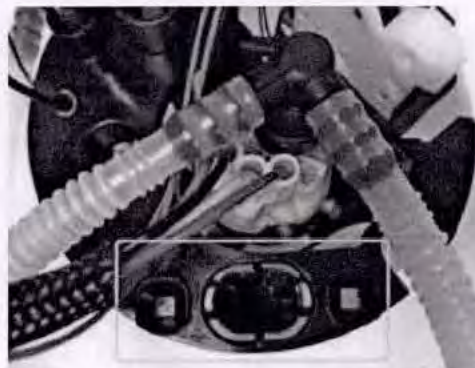


Figure 6. Install Control Valve "B".

2.4 Control Valve "B" installation position (Figure 7).

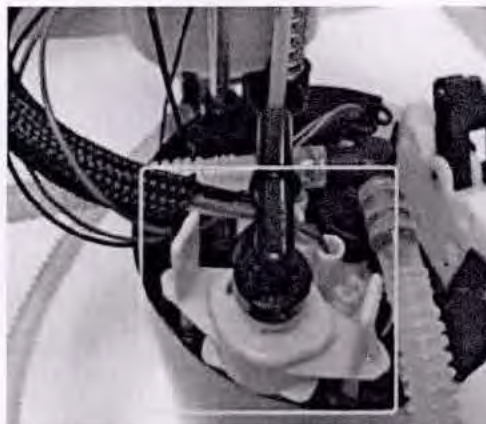


Figure 7. Correct position for Control Valve "B".

2.5 Install Control Valve "A" as shown in the picture (Figure 8).



Figure 8. Install Control Valve "A".



Technical Service Bulletin

- 2.6 Connect the remaining line to the Control Valve "B" (Figure 9).



Figure 9. Connect remaining line.

- 2.7 Final installation position for Control Valve "B" (Figure 10).

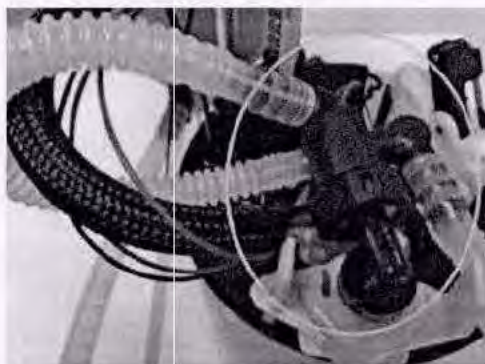


Figure 10. Final position for Control Valve "B."

3. Install the fuel delivery module in the vehicle according to Elsa at Repair Manual, *Workshop Manual* >> *Engine* >> *Fuel Supply Gasoline Engines* >> *20 Fuel Supply* >> *Fuel Delivery Unit* >> *Fuel Delivery Unit Removing and Installing*.
4. Start the vehicle.
5. Check for leaks.
6. Clear all DTC's.
7. Test drive the vehicle.

As a reference, find below videos with installation procedure for each type of vehicle.



Technical Service Bulletin

Before attempting the repair for the A6 and A7, please review the video of the repair procedure: <https://audi-external.kzoplatform.com:443/swf/player/340> (Figure 13).



Figure 13. QR code for supporting video.

Before attempting the repair for the Q5, please review the video of the repair procedure: <https://audi-external.kzoplatform.com:443/swf/player/338> (Figure 14).



Figure 14. QR code for supporting video.



Technical Service Bulletin

Before attempting the repair for the A4 and A5, please review the video of the repair procedure: <https://audi-external.kzoplatform.com:443/swf/player/339> (Figure 15).



Figure 15. QR code for supporting video.



Note:

The procedure described above can be performed only with the DTC and symptom codes described previously.

If DTC P310B is present with a different symptom code, proceed with normal diagnosis.

Warranty

Claim Type:	• 110 up to 48/50 • G10 for CPO covered vehicles – verify owner • If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	2066		
Damage Code:	0040		
Labor Operations:	For A4, A5, A5 cab,Q5:		
	Electric fuel pump remove + reinstall	2066 1900	130 TU
	For A6 and A7:		
	Electric fuel pump remove + reinstall	2066 1950	20 TU



Technical Service Bulletin

	Fuel drain + fill	2003 1700	110 TU
	For all models:		
	Install repair kit for fuel delivery module	2066 9999	30 TU
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 30 TU)
	Road test before 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 #2043758/5		

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

Part Number	Part Description	Quantity
See ETKA	Seal	01
See ETKA	CAP (if necessary only)	01
8K0298112G	Repair kit for fuel delivery module	01

Additional Information

All parts and service references provided in this TSB (2043758) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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IMPORTANT SAFETY RECALL

Audi of America, Inc.



<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 18V229

Subject: Safety Recall 19N4 – Electric (After Run) Coolant Pump
Certain 2012-2017 Model Year Audi Vehicles with a 2.0L TFSI Gasoline Engine

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2012-2017 model year Audi vehicles with a 2.0L TFSI gasoline engine. Our records show that you are the owner of a vehicle affected by this action.

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
+1 800 253 2834
www.audiusa.com

What is the issue?

In certain vehicles with a 2.0L TFSI gasoline engine, the electric (after run) coolant pump may short circuit and/or overheat, potentially leading to a vehicle fire.

Two (2) repair visits will be needed to fix your vehicle

Because new coolant pumps are not available yet, Audi will perform two vehicle repairs to address the issue, as follows:

Repair #1: Safety Recall 19N4 - Disconnect Electric Coolant Pump

- Your Audi dealer will disconnect power to the electric (after run) coolant pump for **FREE** to remove the safety defect and fire risk.
- The repair is available **NOW** and will take less than one (1) hour. Please contact your authorized Audi dealer now to schedule this recall work.
- For your convenience, you can visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this work.
- Until the recall work is done, you should park outdoors as a precaution in case of a vehicle fire due to the safety defect.

Repair #2: Future Service Campaign to Install New Electric Coolant Pump

- Under a Service Campaign, Audi will replace the disconnected coolant pump with a new one for **FREE**.
- New coolant pumps are expected in late December 2018.
- We will send you a letter when the new pumps are available. At that time, you will be able to schedule the new pump installation with your Audi dealer.



Audi

**Lease vehicles and
address changes**

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Reimbursement of
Expenses**

If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

**Can we assist you
further?**

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.

**Checking your
vehicle for open
Recalls and Service
Campaigns**

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.audiusa.com and enter your Vehicle Identification Number (VIN).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

Technical Service Bulletin



20 MIL on (DTC P310B - Low fuel pressure regulation / pressure out of specification)

20 16 66 2043758/1 April 12, 2016.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5, A5 Cabriolet, A6, A7, Q5	2012 - 2016	All	2.0L and 3.0L engine

Condition

- MIL on.
- Customer has problems starting the car.
- The issue usually occurs when the temperature outside is around 120°F or higher, after start-stop journeys with longer idle speed phases and hot engine.
- **DTC P310B** (Low fuel pressure control, fuel pressure outside tolerance) stored in the engine control module (ECM), J623 (address word 01) with one of the following symptom codes:
 - Symptom code 6183 for 3.0 TFSI.
 - Symptom code 2636 and/or 2637 for 2.0 TFSI.
- Intake air temperature is usually above 140°F (60°C) in the freeze frame data of the diagnostic log.

Technical Background

Vapors in fuel system.

Production Solution

Not applicable.

Service

Check the low fuel pressure, the fuel delivery rate, and the fuel lines according to ELSA specifications. If there are deviations, replace the fuel delivery unit. If no fault is found, delete the event memory and do not replace the fuel delivery unit.

Technical Service Bulletin



Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	2066		
Damage Code:	0040		
Labor Operations:	For A4, A5, A5 cab, and Q5:		
	Electric fuel pump remove+reinstall	2066 1900	130 TU
	For A6 and A7:		
	Electric fuel pump remove+reinstall	2066 1950	20 TU
	Fuel drain+fill	2003 1700	110 TU
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 30 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 #2043758/1		

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.

Additional Information

All parts and service references provided in this TSB (2043758) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.