

Technical Service Bulletin



26 AdBlue message (check or refill) shows in instrument cluster

26 13 20 2026757/2 November 15, 2013. Supersedes Technical Service Bulletin Group 26 number 11-03 dated June 29, 2011 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2009 - 2014	All	TDI
A6, A7, A8, Q5	2014	All	TDI

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised title Revised header data (Added customer codes) Revised <i>Service</i> (Moved service information from <i>Technical Background</i>)
1	6/29/2011	Initial publication

- There is an AdBlue-related message displayed in the instrument cluster.
- MIL may or may not be illuminated.

Technical Background

An AdBlue message may appear in the instrument cluster either because there is a fault in the emission control system or because the system needs to be refilled. The AdBlue message displayed may vary depending on the model year of the vehicle.

“Fault” Messages

- The images at right (Figure 1) show two messages that can appear in Model Year 2011 and newer vehicles to indicate a system malfunction.
- When one of these messages appears, there will be an accompanying DTC fault stored in the engine control module (ECM), and the MIL will be illuminated.
- These messages are not related to the AdBlue fluid level.
- These messages refer to the same fault. The message on the left (with the yellow wrench image) appears first, and begins with a 600-mile countdown. When the countdown reaches zero miles, the message on the right (with the red wrench image) is displayed.

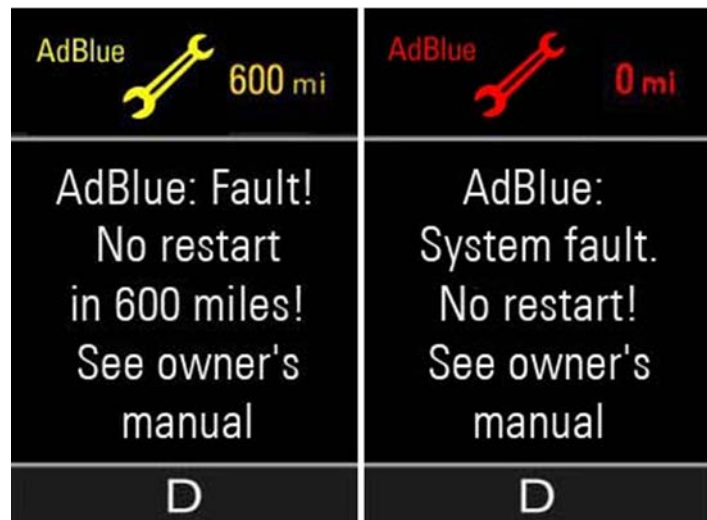


Figure 1. AdBlue fault messages for Model Year 2011 and newer vehicles.

“Check” Messages

- The images at right (Figure 2) show two messages that can appear in Model Year 2010 and earlier vehicles to indicate a system malfunction.
- When one of these messages appears, there will be an accompanying DTC fault stored in the engine control module (ECM), and the MIL will be illuminated.
- These messages are not related to the AdBlue fluid level.
- These messages refer to the same fault. The message on the left (with the yellow bottle image) appears first, and begins with a 600-mile countdown. When the countdown reaches zero miles, the message on the right (with the red bottle image) is displayed.

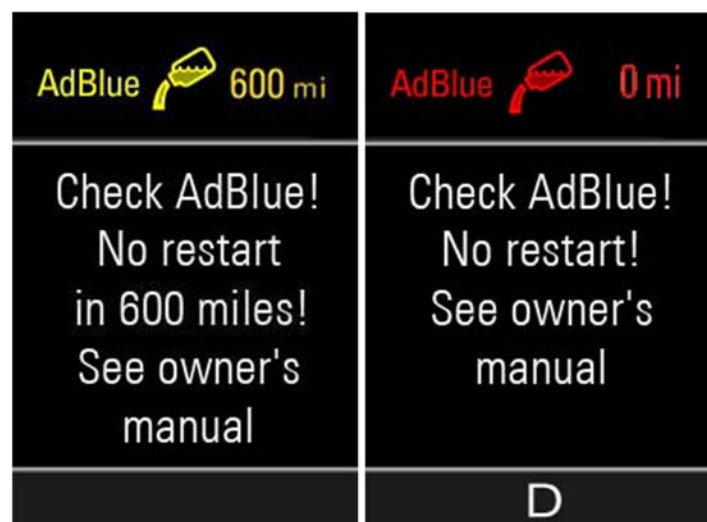


Figure 2. AdBlue fault messages for Model Year 2010 and earlier vehicles.

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“Refill” Messages

- The images at right (Figure 3) show three messages that can appear in any model year TDI vehicle to indicate that the AdBlue level needs to be filled or topped-off.
- These refill messages are not related to any malfunction.
- These refill messages are the only messages that require the system to be filled or topped-off for the system to return to a normal operating state.




Figure 3. AdBlue refill messages for all Q7 TDI vehicles.

Production Solution

Not applicable.

Service

- **For “Fault” and “Check” messages:**
Check the engine control module for stored DTCs and proceed with appropriate repair.
-  **Tip:** TSB 2024260, *01 VAS test tool does not display DTC information from ECM when accessed through GFF*, contains additional information about reading DTCs in Model Year 2011 and newer Q7 vehicles.
- **For “Refill” Messages:**
Refill AdBlue. When the one-gallon level is reached, the refill message will reset. A short test drive may be necessary for the system to fully recognize a refilled status. Additionally, the test tool should be used to adapt the tank level after it has been filled.

Warranty

This TSB is for information only.

Additional Information

The following Technical Service Bulletin(s) may be necessary for Model Year 2011 Q7 vehicles:

- TSB 2024260: *01 VAS test tool does not display DTC information from ECM when accessed through GFF*

All parts and service references provided in this TSB (2026757) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.