Technical Service Bulletin

Audi

43 Air suspension height is uneven, pressure holding valve closed

43 13 13 2020095/5 March 4, 2013. Supersedes Technical Service Bulletin Group 43 number 13-12 dated February 4, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2007 - 2010	000001 - 999999	Not applicable

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
5	-	Republished to correct Elsa display error
4	2/4/2013	Revised header data (Removed MY)
3	9/29/2010	Revised header data (Added MY)
2	10/21/2009	Revised header data (Added MYs)
1	4/21/2009	Original publication

One of the following conditions is present:

- The vehicle pulls to one side.
- The suspension height is uneven and the vehicle is crooked.
- One wheel location of the suspension is stuck in the raised position.
- The control system cannot be programmed.
- The following entries may be stored in the level control system control module, J197 (34):
  - **DTC 1781** (extremely crooked vehicle position, upper limit exceeded).
  - **DTC 1400** (self-leveling control, upper limit exceeded).

Technical Background

The residual pressure holding valve of an air spring may be stuck closed, not allowing the air spring to reduce its height. This valve's function is to ensure a minimum air spring pressure of 50 psi in the event of a large leak. For example, if an air supply line was severed by road debris, the residual pressure holding valve would keep the air spring from completely deflating.

Production Solution

Not applicable.

Service

1. Check the tire pressures. If necessary, adjust to the proper pressures. This is important to ensure accurate measurements.
2. Park the vehicle on a level surface. Leave the engine running to ensure full battery voltage for testing.
3. Using the MMI system, raise the suspension to a lifted level. At each wheel location, measure and record the height at the edge of the fender well (Figure 1).

Figure 1. *The distance to be measured.*

4. Using the Guided Functions program of the VAS 5051/2 diagnostic tool, bleed the front and rear axles of the air suspension system.

   Note: If a level change via the VAS 5051/2 is not possible, it may be necessary to clear the DTCs to allow the bleeding procedure. In this case, record the DTCs prior to erasing the faults.

5. Again, measure the height of each wheel location.

   If one wheel location remains significantly higher than the others, a residual pressure holding valve may be stuck closed. Replace the suspected inoperative residual pressure retaining valve following the removal and installation procedure detailed in ELSA. The replacement procedure can be found in the *Removal and installation* sections for the front and rear axles.

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	4330		
Damage Code:	0010		
Labor Operations:	Air spring residual pressure retention valve replacement	4330 1999	40 TU
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (100 TU max)
	Road test prior to service procedure	0121 0002	10 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 # 2020095/5		

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.

Additional Information

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