

Technical Service Bulletin



43 Vehicle lowers itself, air suspension warning light on, level sensor error (PR-2MB or 1BK)

43 13 17 2033666/1 May 8, 2013.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2007 -2014	All	With PR-1BK or PR-2MB
A8	2003 - 2010	All	With PR-1BK or PR-2MB

Condition

- The vehicle is an Audi Q7 or A8 D3 vehicle with suspension PR-2MB or PR-1BK.
- Customer may complain that the vehicle lowered on its own, and that the warning light for air suspension is on in the instrument cluster.
- One of the two following scenarios is present:

Scenario A:

- Any 2 of the following DTCs are stored in the level control system control module, J197 (address word 34):
 - **DTC 774** (Left rear level control system sensor - G76: no signal/communication)
 - **DTC 775** (Right rear level control system sensor - G77: no signal/communication)
 - **DTC 776** (Left front level control system sensor - G78: no signal/communication)
 - **DTC 1769** (Sensor for vehicle leveling right front – G289: no signal/communication)
- At least two DTCs, for two different sensors, must be stored (e.g., front right and rear right) for this TSB to be applicable.

Scenario B:

- Any of the following DTCs are stored in the level control system control module, J197 (address word 34):
 - **DTC 774** (Left rear level control system sensor - G76: short circuit)
 - **DTC 775** (Right rear level control system sensor - G77: short circuit)
 - **DTC 776** (Left front level control system sensor - G78: short circuit)
 - **DTC 1769** (Sensor for vehicle leveling right front – G289: short circuit)

Technical Background

A random combination of two vehicle level sensors with similar frequency signal affects the level control system control module.

Service

Review TSB 2033589. If TSB 2033589 does not apply, or if it has already been performed on this vehicle, continue to step 2.

For Scenario A:

Replace the level sensor that has lowest DTC.

For example: if both DTC 774 (Left rear level control system sensor - G76: short circuit) and DTC 1769 (Sensor for vehicle leveling right front – G289: short circuit) are stored, replace sensor G76 because its DTC is the lower of the two.

For Scenario B:

Replace the affected level sensor.

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Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	4318		
Damage Code:	0040		
Labor Operations:	For Audi Q7:		
	Front wheel housing liner remove and reinstall	6616 1900	50 TU
	Front level sensor remove and reinstall	4318 1950	20 TU
	Self-leveling system sensor remove and reinstall	4319 1900	40 TU
	Headlight assembly adjust	9415 1600	20 TU
	GFF – Checking and clearing fault codes included in existing labor operations	0150 0000	Time stated on diagnostic protocol (Max 50 TU)
	For A8:		
	Front level sensor remove and reinstall	4318 1900	30 TU
	Self-leveling system sensor remove and reinstall	4319 1900	30 TU
	Headlight assembly adjust	9415 1600	20 TU
	GFF – Checking and clearing fault codes included in existing labor operations	0150 0000	Time stated on diagnostic protocol (Max 50 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 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 #20336661/1		

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.

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Required Parts and Tools

Before performing the measures check with the customer whether the vehicle has been tuned or unapproved service installations have been made.

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.