

Technical Service Bulletin



26 Refill AdBlue warning comes on prematurely with no faults stored

26 14 24 2038295/1 September 16, 2014.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2009 - 2012	All	TDI clean diesel

Condition

- There are “Refill AdBlue” warnings in the cluster. The warnings appear approximately 1,500 - 2,500 miles after the last top-off.
- When the AdBlue tank is refilled, the vehicle will only accept approximately 1 - 2 gallons of reductant. When checked manually, the active tank is 50% full or less and the passive tank is full.
- There are no reductant system fault codes stored. If any reductant system fault codes are stored, this TSB does not apply.

Technical Background

The reducing agent transfer pump V436 may be faulty. The vehicle cannot pump AdBlue from the passive tank to the active tank. Cars in hot weather regions are more prone to this issue.

Production Solution

A more robust transfer pump is in development.

Service

Perform the output test of the V436 transfer pump using the steps below.

For KWP2000 vehicles (MY2009-2010):

1. Locate the output test in ODIS under *OBD >> 01 Engine Control Module 1>> Output Diagnostic Test Mode*.
2. Click the dot next to *selective*, then enter actuator code 5278.
3. Click Start to begin the output sequence (Figure 1).
4. If the transfer pump fails to function (see attached video for typical clicking noise made during normal operation) or fails to transfer fluid (which can be verified by disconnecting transfer pump line), see *Repair Manual >> Engine >> Engine Mechanical >> 26 Exhaust System, Emission Controls >> Reducing Agent Metering System>> Reducing Agent Transfer Pump V436, Removing and Installing*.

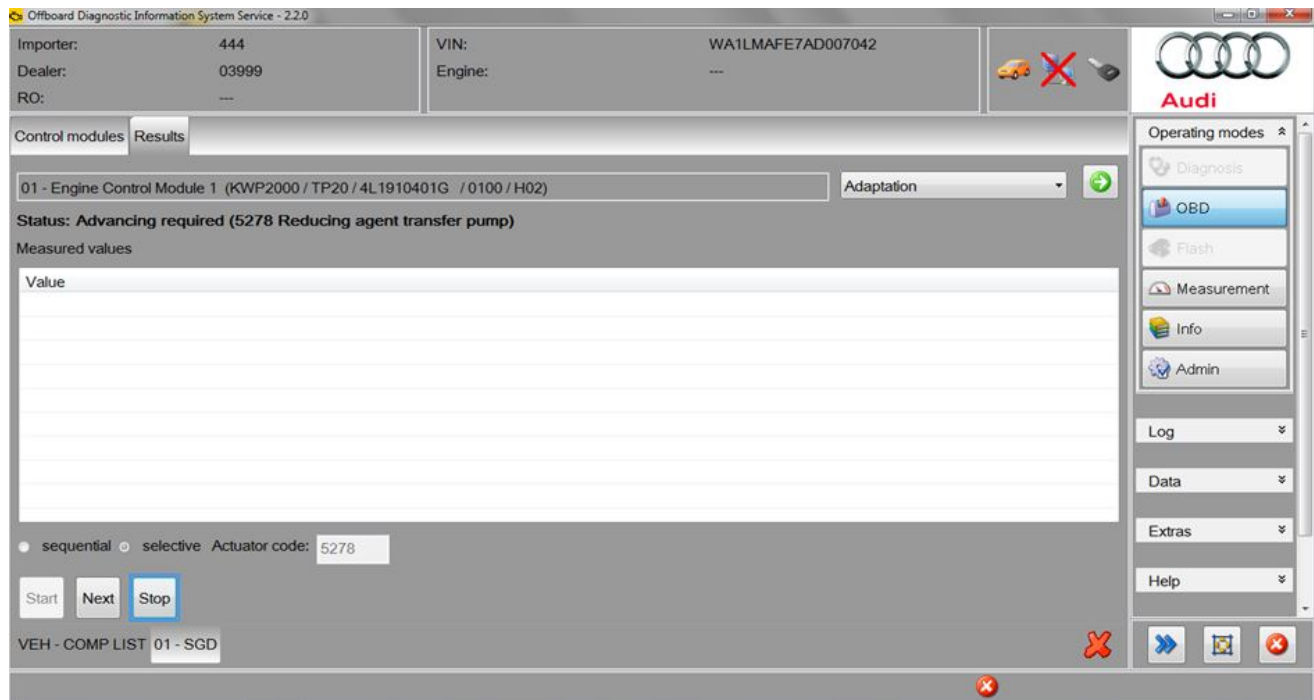


Figure 1. Output test of SCR transfer pump in ODIS for KWP2000 vehicles.

For UDS vehicles (MY2011+):

1. Locate the output test in ODIS under *OBD >> 01 Engine Control Module 1 >> Output Diagnostic Test Mode >> Actuator selection >> SCR activation transfer pump* (Figure 2).
2. If the transfer pump fails to function (see attached video for typical clicking noise made during normal operation) or fails to transfer fluid (which can be verified by disconnecting transfer pump line), see *Repair Manual >> Engine >> Engine Mechanical >> 26 Exhaust System, Emission Controls >> Reducing Agent Metering System >> Reducing Agent Transfer Pump V436, Removing and Installing*.

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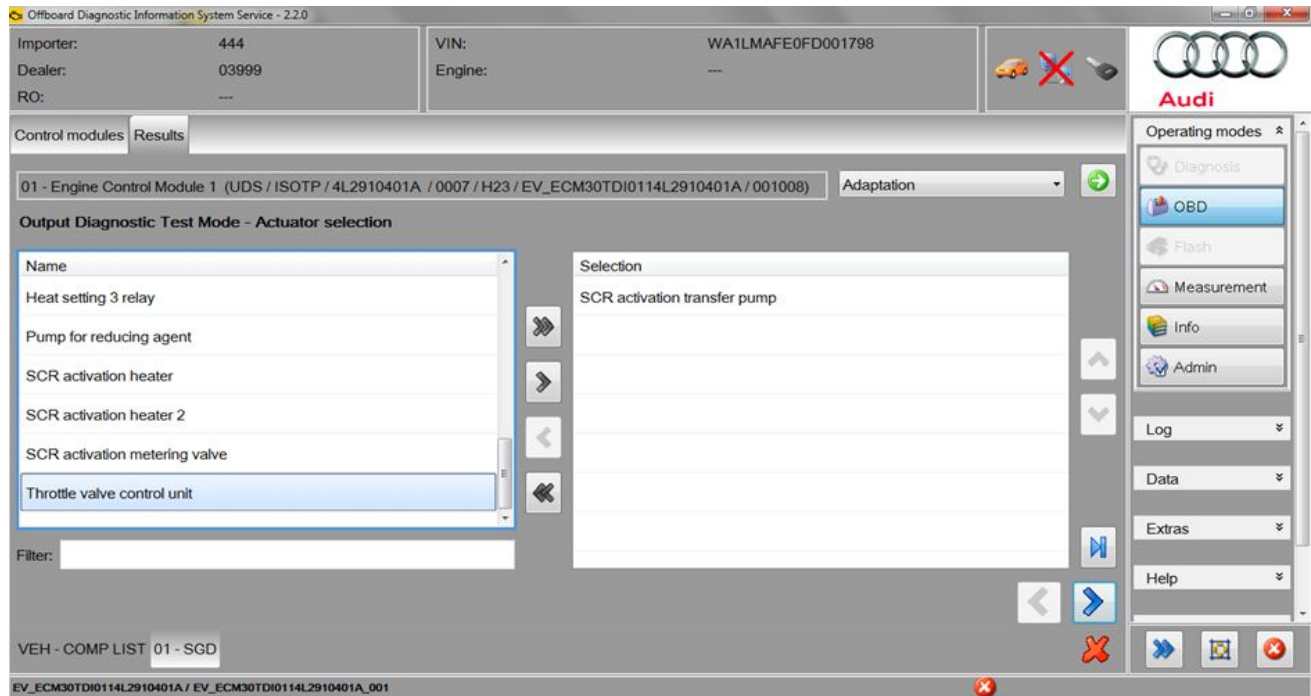


Figure 2. Output test of SCR transfer pump in ODIS for UDS vehicles

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	2683		
Damage Code:	0017		
Labor Operations:	Reductive agent supply module remove + reinstall	2683 1901	50 TU
Diagnostic Time:	GFF – Checking and clearing fault codes	0150 0000	80 TU
	Transfer pump output test	2683 1999	20 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 #2038295/1		

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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
4L0131901	Transfer pump for reduction agent	1

Additional Information

All parts and service references provided in this TSB (2038295) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.