26 Refill AdBlue warning comes on prematurely with no faults stored


<table>
<thead>
<tr>
<th>Model(s)</th>
<th>Year</th>
<th>VIN Range</th>
<th>Vehicle-Specific Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q7</td>
<td>2009 - 2015</td>
<td>All</td>
<td>TDI engine</td>
</tr>
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</table>

**Condition**

<table>
<thead>
<tr>
<th>REVISION HISTORY</th>
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<tr>
<td><strong>Revision</strong></td>
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<tr>
<td>3</td>
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</table>
| 2               | 11/17/2015 | Revised header data (Added model year 2013 - 2015 Q7 TDI)  
Revised Service (Added Tip with video link)  
Revised Required Parts and Tools (Updated part number)  |
| 1               | 9/16/2014  | Initial publication |

- 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**

An improved transfer pump is available.
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 Tip below for video of 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.](image)

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 Tip below for video of 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 2. Output test of SCR transfer pump in ODIS for UDS vehicles

Tip: For an example of the clicking noise made during normal operation, view the video at: https://audi-external.kzoplatform.com:443/swf/player/315 (Figure 3).

Figure 3. QR code for viewing the video with a QR code reader on phones and tablets. Alternatively, the video can be accessed through computer internet browsers at the link provided in this bulletin.
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 Time stated on diagnostic protocol (Max 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 #2038295/3

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

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Part Description</th>
<th>Quantity</th>
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<tbody>
<tr>
<td>4L0131901B</td>
<td>Transfer pump for reduction agent</td>
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</table>

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.