

26 Refill AdBlue warning comes on prematurely with no faults stored

26 16 28 2038295/3 June 15, 2016. Supersedes Technical Service Bulletin Group 26 number 15-26 dated November 17, 2015 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment	
Q7	2009 - 2015	All	TDI engine	

Condition

REVISION HISTORY			
Revision	Date	Purpose	
3	-	Revised Warranty (Added max time for GFF)	
2	11/17/2015	Revised header data (Added model year 2013 - 2015 Q7 TDI) Revised <i>Service</i> (Added Tip with video link) Revised <i>Required Parts and Tools</i> (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.

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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.

😋 Offboard Diagnostic Inf	formation System Service - 2.2.0				
Importer: Dealer: RO:	444 03999	VIN: Engine:	WA1LMAFE7AD007042	<i>∞</i> X ∞	
Contract of Contra				I	Operating modes *
Control modules R	esults				
01 - Engine Contro	Module 1 (KWP2000 / TP20	/4L1910401G /0100/H02)	Adaptation	• 🕤	😵 Diagnosis
Status: Advancin	g required (5278 Reducing	agent transfer pump)) OBD
Measured values					S Flash
Value					Measurement
					😝 Info
					Admin
					Log ¥
					Data ¥
-					Extras ¥
○ sequential ○ s	selective Actuator code: 527	8			
Start Next S	Stop				Help ¥
VEH - COMP LIST	01 - SGD			×	» 🗵 🔇
				8	

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).
- 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.

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Importer:	444	VIN:	WA1LMAFE0FD001798		CAR
Dealer:	03999	Engine:		🥪 🗙 🗞	JUL
RO:					Audi
control modules Re	esults				Operating modes *
01 - Engine Control	Module 1 (UDS/ISOTP/4L	_2910401A / 0007 / H23 / EV	ECM30TDI0114L2910401A / 001008) Adaptatio	n • 📀	😵 Diagnosis
Output Diagnostic	c Test Mode - Actuator sel	ection			() OBD
Name			Selection	_	🖨 Flash
Heat setting 3 relay	v.		SCR activation transfer pump		Measurement
Pump for reducing		×			info
				~	Admin
SCR activation hea		3		H	
SCR activation hea	ater 2			· · · · · · · · · · · · · · · · · · ·	Log
SCR activation me	tering valve				Data ¥
Throttle valve contr	rol unit		6		Data
					Extras ¥
Filter:		_	31		Help ¥
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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: <u>https://audi-</u>

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.

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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:	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

Part Number	Part Description	Quantity
4L0131901B	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.

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