



# Technical Service Bulletin

---

## 19 Heating output insufficient (DTC B10D004 and/or B11D501)

19 17 85 2047114/3 April 4, 2017. Supersedes Technical Service Bulletin Group 19 number 17-81 dated March 15, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2012 - 2015	All	Not Applicable
S6, S7, RS 7	2015	All	Not Applicable
A8, S8	2014 - 2017	All	Not Applicable
S8 +	2016 -2017	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header data (Added model years) Revised <i>Warranty</i> (Updated Labor Operations)
2	03/15/2017	Revised <i>Warranty</i> (Updated Labor Operations)
1	03/09/2017	Initial publication

### Customer statement:

- Insufficient heating output
- Passenger compartment does not get warm

### Workshop findings:

The customer statement can be reproduced. In the climatronic control module, J255 (address word 0008), at least one of the following event entries is logged:

- **DTC B10D004** coolant circulation pump, mechanical fault

Or

- **DTC B11D501** supply voltage of terminal 30 for coolant circulation pump, electric fault

# Technical Service Bulletin

---

## Technical Background

The V50 coolant recirculation pump is malfunctioning.

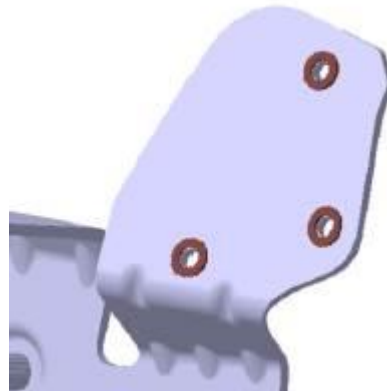
## Production Solution

Improved coolant pump.

## Service

Replace the V50 coolant recirculation pump, use the washers if pump is mounted with screws to the bracket as shown (some models have rubber covered metal band instead).

- N 011 523 21 (3x)



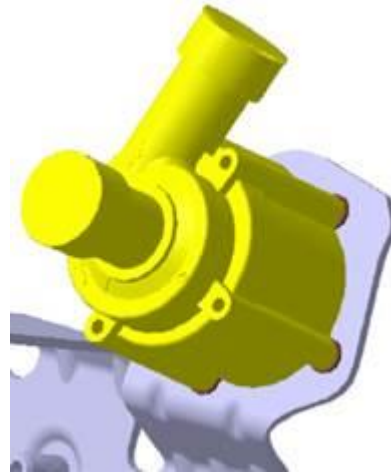
*Figure 1. Washers installed.*

# Technical Service Bulletin

---

To ensure about 1mm distance between the V50 coolant recirculation pump and its bracket (Figure 1 and 2):

Bleed the coolant circuit according to ElsaPro at *Repair Manual* >> *Engine* >> *19 Cooling System* >> *Cooling System/Coolant* >> *Cooling, Draining and Filling*.



**Figure 2.** Pump mounted.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 up to 48 Months/50,000 Miles.</li> <li>• G10 for CPO Covered Vehicles – Verify Owner.</li> <li>• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	1945		
<b>Damage Code:</b>	0010		
<b>Labor Operations:</b>	<b>A6, S6, A7, RS 7</b>		
	V50 coolant recirculation pump remove+ reinstall 2.0TFSI Chain	1945 1913	70 TU
	V50 coolant recirculation pump remove+ reinstall 2.0TFSI Gen 3	1945 1915	60 TU



**Audi**

# Technical Service Bulletin

	V50 coolant recirculation pump remove+ reinstall 3.0TFSI	1945 1941	90 TU
	V50 coolant recirculation pump remove+ reinstall 3.0TFSI Evo CREC only	1945 1908	220 TU
	V50 coolant recirculation pump remove+ reinstall 4.0TFSI Chain	1945 1921	80 TU
<b>A8, S8</b>			
	V50 coolant recirculation pump remove+ reinstall 3.0TFSI Chain	1947 1941	50 TU
	V50 coolant recirculation pump remove+ reinstall 3.0TFSI Evo CREC only	1945 1908	240 TU
	V50 coolant recirculation pump remove+ reinstall V8 FSI Chain	1945 1919	90 TU
	V51 coolant recirculation pump remove+ reinstall 4.0TFSI Chain	1945 1921	90 TU
	V50 coolant recirculation pump remove+ reinstall 12 cylinder	1945 1982	50 TU
	Front bumper cover removed + reinstalled (12 cylinder engine only)	6329 1900	110 TU
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on diagnostic protocol (Max 20 TU)



# Technical Service Bulletin

	Road test prior to service procedure	No allowance	0 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)		
<b>Claim Comment:</b>	As per TSB #2047114/3		

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
06D 121 601	V50 coolant recirculation pump	1
N 906 87 001	Spring clips 27 x12	2
N 011 523 21	Washer 5 x10 x 1	3
G 013A8J1G	Coolant additive	1

Tool Number	Tool Description
VAS6096	Cooling System Charging Unit
VAG 1974/8	Adapter
VAG 1978/17	Adapter



# Technical Service Bulletin

---

## Additional Information

All parts and service references provided in this TSB (2047114) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

©2017 Audi of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.