



# Technical Service Bulletin

## 20 Fuel cannot be added to vehicle or fueling vehicle is difficult

20 18 04 2044039/5 August 15, 2018. Supersedes Technical Service Bulletin Group 20 number 18-01 dated April 30, 2018 for reasons listed below.

| Model(s) | Year        | VIN Range | Vehicle-Specific Equipment |
|----------|-------------|-----------|----------------------------|
| Q7       | 2017 - 2018 | All       | Not Applicable             |

## Condition

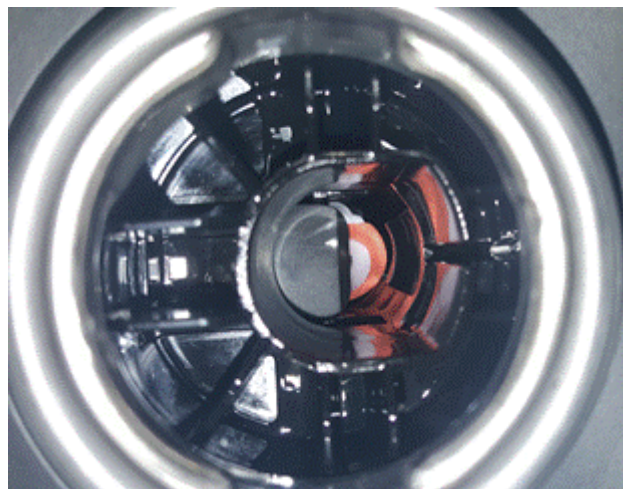
| REVISION HISTORY |            |   |
|------------------|------------|---|
| Revision         | Date       | Purpose   |
| 5                | -          | Revised <i>Warranty</i> (Added Labor Operation) |
| 4                | 04/30/2018 | Revised header data (Included all Q7)           |
| 3                | 04/26/2018 | Revised header data (Added model years)         |

### Customer states:

- Vehicle does not accept fuel, is slow to refuel, or it is difficult to insert the fuel pump nozzle.

## Technical Background

There is a broken flap inside of the filler neck (Figure 1).



**Figure 1.** Broken flap inside of filler neck.



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## Production Solution

Improved flap design of the filler neck.

## Service

Replace complete fuel tank according to the instructions in Elsa at Repair Manual, *Power Unit >> Fuel Supply >> Fuel tank >> Removing and installing fuel tank.*



### Note:

- If suspension alignment is necessary, upload alignment protocol before and after repair to Doc-IT.
- Alignment protocols must be retained for warranty claim payment. Failure to do so will result in non-payment of the claim.

## 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>   | 2010  |           |        |
| <b>Damage Code:</b>      | 0010  |           |        |
| <b>Labor Operations:</b> | Fuel tank remove + reinstall  | 2010 1950 | 280 TU |
|                          | Fuel tank replace   | 2010 5550 | 70 TU  |
|                          | Rear axle remove + reinstall (For vehicles without adaptive air suspension)   | 4205 1900 | 480 TU |
|                          | Rear axle remove + reinstall (For vehicles with adaptive air suspension)  | 4205 1901 | 370 TU |
|                          | Wheel alignment check   | 4495 0300 | 90 TU  |
|                          | Front wheel track adjusted (If necessary)   | 4488 1550 | 20 TU  |



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|                         |  |              |  |
|-------------------------|--|--------------|--|
|                         | Front wheel camber adjusted (If necessary) | 4489 1550    | 40 TU  |
|                         | Rear wheel track adjusted (If necessary)   | 4493 1550    | 30 TU  |
|                         | Rear wheel camber adjusted (If necessary)  | 4494 1550    | 30 TU  |
| <b>Diagnostic Time:</b> | GFF  | 0150 0000    | Time stated on diagnostic protocol (Max 60 TU) |
|                         | Road test before procedure                 | No allowance | 0 TU   |
|                         | Road test after procedure                  | 0121 0002    | 10 TU  |
| <b>Claim Comment:</b>   | As per TSB # 2044039/5                     |              |  |

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

| Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. |   |               |
|---|---|---------------|
| Part Number   | Part Description  | Quantity      |
| See ETKA  | Fuel Tank   | 01            |
| See ETKA  | Fasteners, Bolts, Nuts and Screws as needed per the Repair Manual | See ETKA/ELSA |

## Additional Information

All parts and service references provided in this TSB (2044039) are subject to change and/or removal.

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