



# Technical Service Bulletin

## 01 MIL on, DTCs P20E900 or P20FE00 stored in ECM

01 19 12 2034359/8 March 15, 2019. Supersedes Technical Service Bulletin Group 01 number 19-05 dated February 13, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2012 - 2015	All	TDI

## Condition

REVISION HISTORY		
Revision	Date	Purpose
8	-	Revised <i>Required Parts and Tools</i> (Updated AdBlue)
7	02/13/2019	Revised <i>Service</i> (Updated Step 4) Revised <i>Warranty</i> (Updated Labor Operation) Revised <i>Additional Information</i> (Updated)
6	10/03/2018	Revised <i>Warranty</i> (Updated Labor Operation) Revised <i>Required Parts and Tools</i> (Added AdBlue)

### Customer states:

- MIL on.

### Workshop findings:

One of the following DTCs is stored in the engine control module (ECM), J623 (address word 0001):

- **DTC P20E900** (Reductant pressure too high).
- **DTC P20FE00** (Reductant metering unit performance).

## Technical Background

In vehicles produced during a certain period, the AdBlue filter seal within the level sensor module may have been damaged during the assembly process or the AdBlue filter housing may come loose over time. This can allow unfiltered AdBlue to be drawn into the delivery system, subsequently damaging the pressure sensor and reducing agent pump V437.

## Production Solution



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Vehicle out of production. Service solution is an improved level sensor module.

## Service

1. In cases with the above fault codes, remove the active tank according to instructions in the Elsa Repair Manual.
2. Remove the G684 Reducing Agent Tank level sensor.
3. Inspect the reducing agent filter housing which should be clipped to the G684 level sensor module. If the filter housing is loose (see Figure 1 and Figure 2), **then the G684 level sensor AND the V437 reducing agent pump must be replaced.**



*Figure 1. Filter element housing is loose inside the tank.*



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**Figure 2.** Filter element housing is loose inside the tank.

4. If the filter is properly secured, then only replace the V437 reducing agent pump.
5. Top off AdBlue level when repairs are complete.

## 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>• G14 – Verify Coverage in ElsaPro.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	2682		
<b>Damage Code:</b>	0050		
<b>Labor Operations:</b>	Reductive agent container remove + reinstall	2681 1900	See SRT
	Reductive agent heating element level sensor module remove + reinstall	2682 1999	30 TU



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	Reductive agent supply module remove + reinstall	2683 1950	See SRT
	Reductive agent inspect + add	2688 3550	See SRT
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on diagnostic protocol (Max 20 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB #2034359/8		

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
4L0131907D	Storage Unit (G684 level sensor module)	01 (If applicable)
4L0131899M	V437 Pump for reduction agent	01 (If applicable)
GUS052910A3	AdBlue	As needed (Max 2.3)
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 (2034359) are subject to change and/or removal.

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