Technical Service Bulletin

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

20 19 17 2044039/6 June 5, 2019. Supersedes Technical Service Bulletin Group 20 number 18-04 dated August 15, 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**
6	-	Revised header (Updated model code) Revised *Warranty* (Updated Labor Operation)
5	08/15/2018	Revised *Warranty* (Added Labor Operation)
4	04/30/2018	Revised header data (Included all Q7)

Customer states:

- The 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).

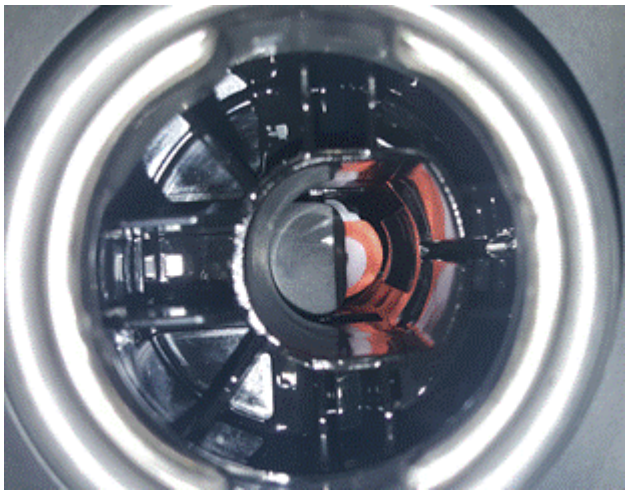

Figure 1. *The broken flap inside of filler neck.*

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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

Claim Type:	• 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	2010		
Damage Code:	0010		
Labor Operations:	Fuel tank remove + reinstall	2010 1950	See SRT
	Fuel tank replace	2010 5550	See SRT
	Rear axle remove + reinstall (For vehicles without adaptive air suspension)	4205 1900	See SRT
	Rear axle remove + reinstall (For vehicles with adaptive air suspension)	4205 1901	See SRT
	Wheel alignment check	4495 0350	See SRT
	Front wheel track adjusted (If necessary)	4488 1550	See SRT
	Front wheel camber adjusted (If necessary)	4489 1550	See SRT
	Rear wheel track adjusted (If necessary)	4493 1550	See SRT

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	Rear wheel camber adjusted (If necessary)	4494 1550	See SRT
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 60 TU)
	Road test before the procedure	No allowance	0 TU
	Road test after the procedure	0121 0002	10 TU
Claim Comment:	As per TSB # 2044039/6		

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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