



Technical Service Bulletin

PSS 92 Washer system sprays automatically and uses an excessive amount of fluid

92 19 20 2054527/2 August 15, 2019. Supersedes Technical Service Bulletin Group 92 number 19-19 dated April 3, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, A8, and Q8	2019	All	With Laserscanner

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Updated VIN break)
1	04/03/2019	Initial publication

Customer states:

- The washer system sprays automatically.
- A pump noise can be heard when driving slowly.
- Excessive use of washer fluid.

Technical Background

The vehicle is equipped with a laserscanner that has its own autonomous cleaning system.

If the laserscanner recognizes dirt on its screen, a message is sent to the onboard supply control module J519, which in turn instructs the control unit for windscreen washer pump J1100 to clean the laserscanner.

Production Solution

A solution is forthcoming.

Service

1. The laserscanner is only cleaned while driving (Figure 1).
On the A6, A7, and Q8 vehicles the laser scanner is located in the right upper single frame area (Figure 2).



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On A8 vehicles the laser scanner is located in the center lower single frame area below the front license plate holder (if equipped).

As a result, the customer can get the impression that the headlight washer system activates itself. Depending on weather and road conditions (like snow, slush or dirt roads) the laserscanner might clean itself frequently.

If the sensor is very dirty, for example, due to driving over dirt roads or through slush, the laserscanner might be unable to clean itself. After three tries, the cleaning function goes into a 45-minute timeout which is reset by an ignition cycle.

If the dirt restricts the detection capabilities of the laserscanner, a message “Adaptive driving assist: limited availability, see owner’s manual” is displayed in the instrument cluster and certain driver assistance features might not be available.

As this also leads to higher consumption of the washer fluid, the customer might be concerned about excessive washer fluid use.



Figure 1. Laserscanner cleaning system.



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Figure 2. Laserscanner locations (A6, A7, and Q8).

2. Explain to the customer that a solution is forthcoming and that no repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer's concern.
3. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links* >> *Service*), or through the Technical Assistance page in Elsa.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.



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Additional Information

All parts and service references provided in this TSB (2054527) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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