



Technical Service Bulletin

43 Air suspension malfunction/leak, DTCs C114707, C114807, C11E2F1, and/or C11AFF0 stored in the suspension module

43 20 33 2059077/1 April 3, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017	All	Adaptive suspension
Q7	2018	000001 - 064046	Adaptive suspension
Q8	2018	000001 - 003937	Adaptive suspension

Condition

Customer states:

- A warning about the air suspension system malfunction is shown in the instrument cluster.

Workshop findings:

At least one of the following DTCs is logged in the suspension control module, J775 (address word 0074):

- **DTC C114707** (Front left air spring/air hose, mechanical fault).
- **DTC C114807** (Front right air spring/air hose, mechanical fault).
- **DTC C11E2F1** (Self-levelling suspension of front axle, extremely low level detected).
- **DTC C11AFF0** (Pressure accumulator of self-leveling suspension, leak detected).

Technical Background

Not applicable.

Production Solution

Not applicable.



Technical Service Bulletin

Service

1. Check the air hoses in the marked area for possible damages/leaks (Figure 1).



Figure 1. Checking the air hoses.

2. If damages/leaks are found, proceed as described below:



Technical Service Bulletin

2.1 Repair the damaged air hose with the repair kit available at the parts catalog.

2.2 Shorten the four air hoses to the specified sizes according to the measurements below. Measure the distance from the existing clip to the air hose end towards the solenoid valve block (Figure 2).

- Red hose: 216 mm.
- Green hose: 195 mm.
- Both violet hoses: 226 mm.

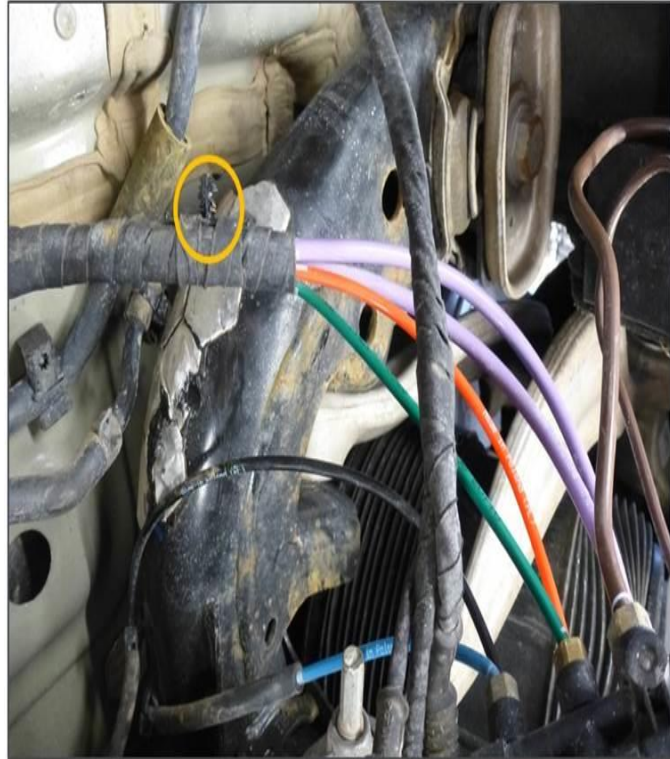


Figure 2. Repairing the damaged hose.



Technical Service Bulletin

3. After adjusting the air hose length, replace the clip and route the hoses as follows (Figure 3).



Figure 3. Routing of the hose.

4. Replace the connectors of the solenoid valve unit attaching the shortened air hoses.
5. Perform further assembly steps according to the repair manual.
6. Reset all DTC`s, proceed with basic settings of the J775 and reevaluate the vehicle.



Tip: Special tool VAS 751 001 can help to locate possible leaks in the air suspension system.

Warranty

Claim Type:	<ul style="list-style-type: none">• 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:	4324		
Damage Code:	0050		
Labor Operations:	Remove and install compressor cover	6614 1999	30 TU



Technical Service Bulletin

	Check air hoses for damage	4324 0199	10 TU
	Remove and install valve unit	4323 1999	40 TU
	Repair 1 air hose	4324 4199	10 TU
	Repair 2 air hoses	4324 4299	20 TU
	Repair 3 or 4 air hoses	4324 4299	30 TU
	Shorten 4 air hoses	4324 4099	30 TU
	Reposition clip	4313 1399	10 TU
	Replace connectors of the solenoid valve unit	4323 4199	20 TU
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 30 TU)
	Road test prior to the service procedure	0121 0002	10 TU
	Road test after the service procedure	0121 0004	10 TU
Claim Comment:	As per TSB 2059077/1		

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	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
See ETKA	Air suspension repair kit	01

Tool Number	Tool Description
VAS 751 001	Air Suspension Tool



Technical Service Bulletin

Additional Information

All parts and service references provided in this TSB (2059077) are subject to change and/or removal.

©2020 Audi of America, Inc. All rights reserved. The 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.