

# Technical Service Bulletin

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**19 MIL on, DTC P0CE100 or P0C4300 stored in the thermal management control module**

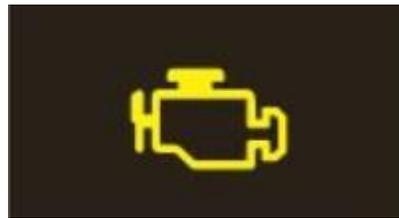
19 20 05 2060218/1 July 20, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5	2020	000001 - 089532	TFSI e

## Condition

### Customer states:

- The exhaust emissions warning lamp appears in the instrument cluster (Figure 1).



*Figure 1. Exhaust emissions warning lamp.*

### Workshop findings:

One of the following DTCs is logged in the thermal management control module, J1024 (address word 00C5):

- DTC P0C4300** (coolant temperature sender 1 for hybrid/high-voltage battery).

Or

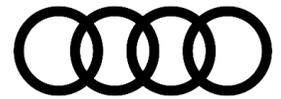
- DTC P0CE100** (valve 1 for coolant of hybrid/high-voltage battery).

## Technical Background

A software update in the thermal management control module.

## Production Solution

New software in the thermal management control module, J1024 (address word 00C5) addressed the condition.



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## Service

This TSB replaces Pending Service Solution (PSS) TSB 2059530: *PSS 19 MIL on, DTC P0C4300 or P0CE100 stored in the thermal management control module.*



### Applies to vehicles with high-voltage components:

To prevent charging of the high-voltage battery during the software update, the high-voltage cable is to be removed BEFORE entry of the SVM code on vehicles with high-voltage components.

Charging the high-voltage battery during a software update can lead to damage of the high-voltage components.

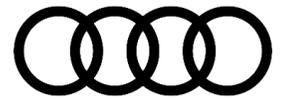
### SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions.*
2. Update the thermal management control module, J1024 (address word 00C5) using the SVM action code as listed in the table below, if necessary:

Model	Part Number	Old Software Version	Part Number (or higher)	New Software Version (or higher)	SVM Code Input
Q5 TFSI e	4M0965429N	0303	4M0965429P	0304	C5A002

## 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 the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	1928		
<b>Damage Code:</b>	0040		
<b>Labor Operations:</b>	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 30 TU)
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU



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	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 #2060218/1		

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.

## Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2011732, *00 Software Version Management (SVM), operating instructions*.

All part and service references provided in this TSB (2060218) 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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