



Technical Service Bulletin

13 Starter/generator drive belt is noisy or came off, DTC P2BA300 may be stored in the ECM

13 20 11 2061461/2 December 17, 2020. Supersedes Technical Service Bulletin Group 13 number 20-10 dated November 24, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6	2019 - 2020	All	2.0TFSI Hybrid
Q5	2021	All	2.0TFSI Hybrid

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added Q5)
1	11/24/2020	Initial publication

Customer states:

- There is a grinding/squeaking/tweeting noise coming from the engine compartment.
- Or
- A message in the driver information system (DIS) displays "Electrical system: Malfunction! Please go to workshop" (if the poly V-belt has fallen off).

Workshop findings:

- The grinding/squeaking/tweeting noise is coming from the poly V-belt (alternator belt).
- Or
- The poly V-belt is damaged or has fallen off the wheel roller.

The following DTC may be stored in the engine control module (ECM), J623 (address word 0001):

- **DTC P2BA300** (Starter/Generator mechanical performance).

Technical Background

Deviation on the rollers of the belt tensioner.

Production Solution

Deviation on the rollers of the belt tensioner.



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Service

Scenario 1: Grinding, squeaking or tweeting noises

1. Let the engine run at idle speed and assess the noise.

An example of the noise can be found at the following video:

<https://audi-external.kzoplatform.com/player/medium/1823282939031459668>
(Figure 1).



Figure 1. QR code for supporting video.

2. For final confirmation of the source of the noise, spray the inside of the poly V-belt with a little tap water. One spray blast out of a commercially available water spray bottle is enough. The noise should disappear as a result.
3. If the noise disappears after spraying with water, replace the poly V-belt and belt tensioner.

Scenario 2: Poly V-belt damaged or fallen off

1. Replace the belt tensioner and poly V-belt.

Check for correct belt running alignment after poly V-belt and tensioner replacement as follows:

1. Run the engine at idle speed.
2. The belt must not protrude forward or backward over the roller edge of tensioner (Figure 2, red marks).



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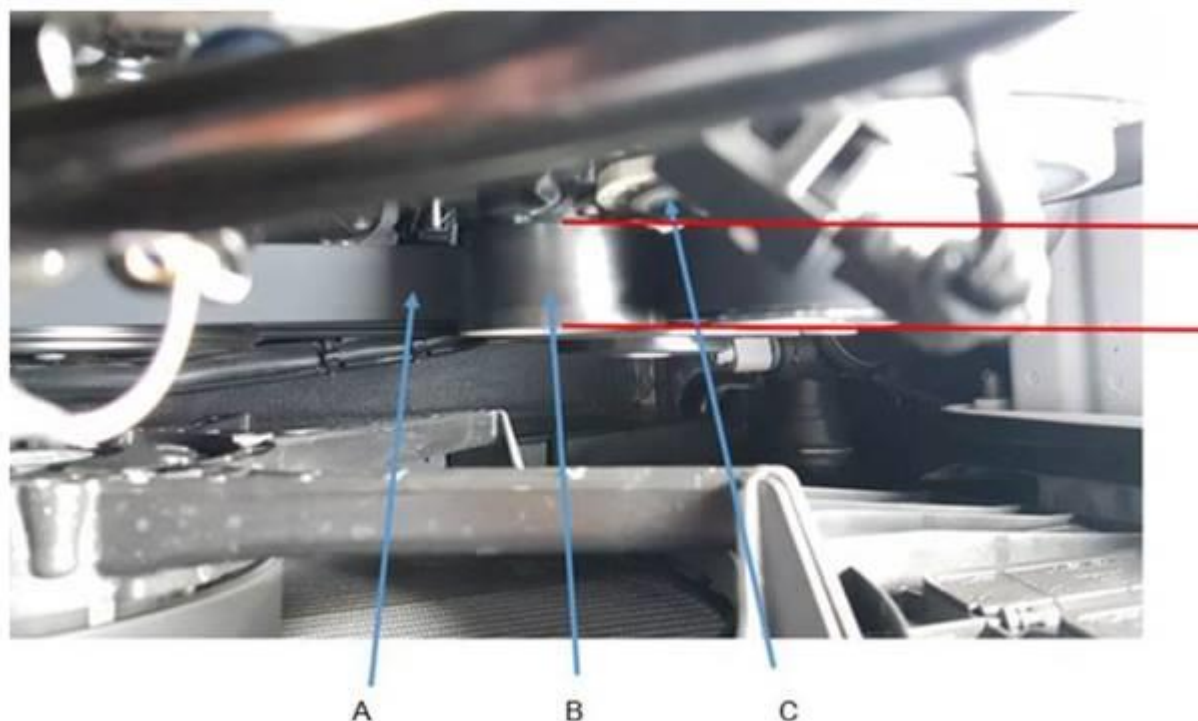


Figure 2. Check to ensure that the poly V-belt is not protruding in either direction.

Explanation of Figure 1 (view from above into engine compartment):

A = poly V-belt.

B = tensioning roller of belt tensioner.

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:	1373
Damage Code:	<ul style="list-style-type: none">• 0020 (Noisy belt)• 0015 (Belt came off)



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Labor Operations:	Ribbed belt remove + install	1372 1915	See SRT with associated operations
	Belt tension damper remove + install	1373 1960	See SRT with associated operations
	Check Poly V-Belt run alignment	1372 0199	10 TU
Diagnostic Time:	GFF – Checking and clearing fault codes	0150 0000	Time stated on the 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
Claim Comment:	As per TSB #2061461/2		

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	Belt Tensioner	01
See ETKA	Poly-V Belt	01

Additional Information

All part and service references provided in this TSB (2061461) are subject to change and/or removal.

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