



Technical Service Bulletin

91 Washer system sprays automatically and uses an excessive amount of fluid

91 20 53 2053997/3 December 18, 2020. Supersedes Technical Service Bulletin Group 92 number 19-22 dated October 9, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, A8, Q8, and Audi e-tron quattro	2019 - 2020	All	With laserscanner
Audi e-tron Sportback	2020	All	With laserscanner

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Service</i> (Updated SVM code)
2	10/09/2019	Revised header (Added Audi e-tron quattro and MY 2020) Revised <i>Technical Background</i> (Added information) Revised <i>Production Solution</i> (Added information) Revised <i>Service</i> (Added SVM Update) Revised <i>Warranty</i> (Added Labor Operations and Claim Types)
1	04/03/2019	Initial publication

Customer states:

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

Technical Background

The vehicle is equipped with a laserscanner J1122 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 (address word 0009). Then it instructs the windscreen washer pump, J1100 to clean the laserscanner. The laserscanner is only cleaned while driving (Figure 1).



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On the A6, A7, and Q8 vehicles the laser scanner is located in the right upper single frame area (Figure 2).

On A8 and Audi e-tron quattro 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).

Production Solution

There is a software update for the laserscanner, J1122 (address word 00CD) that addresses the problem.

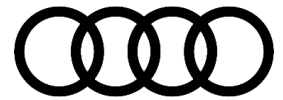
With the new software, the cleaning feature of the laserscanner “times out” after three unsuccessful attempts at cleaning the laserscanner for at least 45 minutes.

Only if the laserscanner detects that it has been sufficiently cleaned (either by hand or an act of nature) within the preceding 45 minutes will it resume the automatic cleaning routine.

This prevents the laserscanner from using excessive amounts of washer fluid even though it detected that it is not capable of cleaning itself. Additionally, the algorithm detecting the lens’ cleanliness has been optimized.

Service

1. Explain to the customer how the new cleaning procedure works as described under “*Production Solution*”.



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2. If the lens of the laserscanner is dirty, please wipe it carefully with a damp towel.

SVM Update Instructions

- Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
- Update the laserscanner, J1122 (address word 00CD) using the SVM action code as listed in the table below, if necessary:

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
A6, A7, A8, Q8, and Audi e-tron quattro	4K8907660B 4K8907660C 4K8907660D	0200 0201 0202 0304	4K8907660E	0306	CDA003

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:	9159		
Damage Code:	0039		
Labor Operations:	Software Update	0151 0000	Time stated on the diagnostic protocol (Max 75 TU)
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU



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Claim Comment:	As per TSB #2053997/3
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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 will be necessary to complete this procedure:

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

All parts and service references provided in this TSB (2053997) 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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