



Technical Service Bulletin

93 Noises From Thermal Management Coolant Pump 4 V620

93 22 70 2066783/1 April 14, 2022.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|--------------|-------------|-----------|----------------------------|
| Q5 e quattro | 2020 – 2022 | All | Not Applicable |

Condition

Customer states:

A humming/vibrating noise can be heard from inside and outside the vehicle, primarily in electric driving mode.

No related messages are shown in the instrument cluster.

Workshop findings:

The noise is traced to Thermal Management Coolant Pump 4 (V620).

No DTC(s) are stored for the Thermal Management Coolant Pump 4 (V620).

Technical Background

The vibrations of the pump may create noise.

Production Solution

Not Applicable.

Service

If the above workshop finding has been confirmed proceed as follows:

- Access the Thermal Management Coolant Pump 4 (V620) by removing the passenger Front Wheel Housing Liner and the right Front Wheel Spoiler per the repair manual.
- Open the bracket for pump V620 and insert Space Washer (N 91060701) as shown below (Figure 1). Do not remove the pump or disconnect any hoses.



Technical Service Bulletin

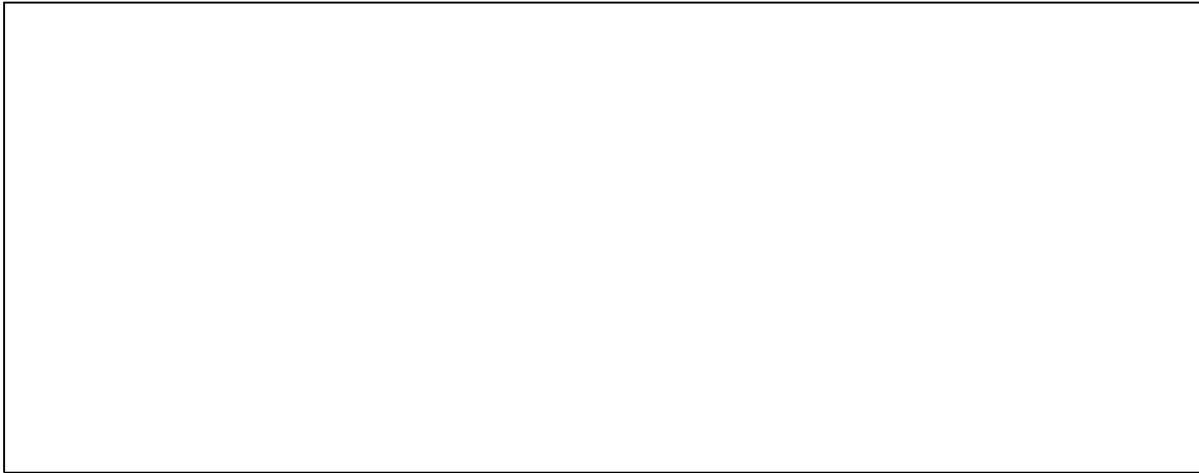


Figure 1. Installation of Space Washer

- Confirm the concern has been repaired with a test drive.

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 vehicle is outside any warranty, this Technical Service Bulletin is informational only. | | |
| Service Number: | 9382 | | |
| Damage Code: | 0020 | | |
| Labor Operations: | Front-wheel housing liner remove + reinstall | 6616 1900 | 40 TU |
| | Secure coolant pump V620 | 1945 1399 | 20 TU |
| Diagnostic Time: | GFF | No allowance | 0 TU |
| | Road test prior to service procedure | 0121 0002 | 10 TU |
| | Road test after service procedure | 0121 0004 | 10 TU |
| Claim Comment: | As per TSB 2066783/1 | | |



Technical Service Bulletin

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 |
| N 91060701 | Space Washer | 01 |

Additional Information

All parts and service references provided in this TSB (2066783) are subject to change and/or removal.

©2022 Audi of America, Inc. All rights reserved. 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.