

Technical Service Bulletin



93 DTCs P0C4A00, P2B2800 and/or P0CFF00 Stored in the Hybrid Battery Management control unit
93 23 04 2068363/2 April 25, 2023. Supersedes Technical Service Bulletin Group 93 number 22-83 dated November 7, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2022 – 2023	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added Model Year) Revised <i>Warranty</i> (Updated Labor Operations)
1	11/07/2022	Initial publication

Customer states:

- The warning message in the dash panel insert comes on with “Electric drive: fault. Please contact workshop”.

Workshop findings:

The customer statement can be reproduced.

At least one of the following DTCs are logged in Hybrid Battery Management (BMCe) J840 (address word 008C):

- DTC P0C4A00 – Activation of coolant pump 1 for hybrid / high voltage battery malfunction.**

or

- DTC P0CFF00 – Hybrid/EV Battery Pack Coolant Pump Stuck.**

and/or

- DTC P2B2800 – Hybrid/EV Battery Pack Coolant Pump Performance.**

Technical Background

Residual air in the cooling system may cause dry running of the coolant pump.

Production Solution

Not Applicable

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Service

If one or more of the faults specified above is entered, proceed as follows:

In order to erase a static event memory entry, the control units must be in bus sleep mode.

To ensure that no problems occur during the bleeding routine, it is essential that the high-voltage system is within a defined temperature range.

Check the temperature in the Hybrid Battery Management (BMCe) J840 (address word 008C) Measured Value Block: 2A0B (IDE01838) battery temperature. The temperature must be in the range of 3-26°C.

- Erase event memory entry.
- Perform bleeding routine twice via Guided Fault Finding.
- Then evaluate the complaint again.

If the fault does not return:

- The vehicle can be returned to the customer.

If the fault returns:

- The coolant pump (V590) must be replaced according to the Workshop Manual.

Warranty

Claim Type:	• 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:	9382		
Damage Code:	0040		
Labor Operations:	Check vehicle (initiate bus sleep mode)	0689 0199	10 TU
	If necessary: Remove and install coolant pump (Claim related SRTs per ELSA for the specific vehicle)	9382 19xx	See SRT
Diagnostic Time:	GFF (Checking and clearing fault and Bleeding Procedures)	0150 0000	Time stated on diagnostic protocol (Max 120 TU)
	Road test prior to service procedure	No allowance	0 TU

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	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2068363/2		

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
1EA 965 567 D	Water Pump (If required)	01

Additional Information

All parts and service references provided in this TSB (**2068363**) are subject to change and/or removal.

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