



19 loss of coolant from coolant pump - V6 TFSI

19 23 39 2070349/1 May 17, 2023.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|---|----------------------------|-----------|----------------------------|
| S4, S5, S5 Cabriolet, S5 Sportback, and SQ5 | 2018 – 2024 | All | V6 Engine |
| RS 5 | 2018 – 2019 2021 – 2024 | | |
| RS 5 Sportback | 2019 2021 – 2024 | | |
| A6, A7, A8, and Q8 | 2019 – 2024 | | |
| S6, A6 allroad, S7, and Q7 | 2020 – 2024 | | |
| A8 e quattro | 2020 – 2021 | | |
| SQ5 Sportback | 2021 - 2024 | | |

Condition

Customer states:

- Coolant loss/leak.
- Coolant warning lamp.

Workshop findings:

The coolant pump is suspected to be the source of the leak.

Technical Background

To avoid repeat repairs or incorrect repairs, make sure to locate the leak precisely. Ensure that the coolant level has not dropped due to insufficient bleeding during production or due to a previous repair.

Note:

Traces of coolant (small quantity) on drip cup (refer to figure 1).

Due to lubrication/cooling of the seal, up to 3 ml may escape over the course of 100 hours of operation. This is quite normal and does not constitute a reason for a complaint.



Figure 1: Traces of coolant on the drip cup.

Production Solution

Not Applicable

Service

Locate the leak precisely and then proceed as follows:

- 1) Clean and dry the leak and traces of coolant **thoroughly**.
- 2) Fill the cooling system to max.
- 3) Perform visual check; assess whether there may be a leak at idling speed and at higher engine speeds of up to approx. 2500 rpm.
- 4) Check the cooling system for leaks according to the Workshop Manual.
- 5) Reassess the suspected leak:

Technical Service Bulletin



→ **No** further coolant leak can be detected: **continue to observe without replacing any parts.**

→ Coolant leak can be detected again: **replace the component causing the leak.**

Warranty

| | | | |
|--------------------------|--|-----------|------------------------------------|
| Claim Type: | 110 Up to 48 Months/50,000 Miles. G10 for CPO Covered Vehicles – Verify Owner. If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. | | |
| Service Number: | 1950 | | |
| Damage Code: | 0050 | | |
| Labor Operations: | Remove and install noise insulation. | 1082 19XX | See SRT with associated operations |
| | Check and top up coolant, clean, and perform visual check. | 1938 3599 | 30 TU |
| | Check cooling system for leaks | 1901 0150 | See SRT with associated operations |
| | Remove and install coolant pump (Only if Faulty) | 1950 19XX | See SRT with associated operations |
| Claim Comment: | As per TSB 2070349/1 | | |

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

All part and service references provided in this TSB (**2070349**) 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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