



Technical Service Bulletin

93 Cooling system: heat exchanger (chiller) leaking - coolant loss at front of vehicle - Q4 e-tron

93 23 34 2072074/1 November 17, 2023.

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

Condition

Customer states:

The warning lamp for low coolant level (Figure 1) lights up and there is coolant loss at the front of the vehicle.



Figure 1: Warning lamp for low coolant level.

Workshop findings:

The complaint can be reproduced; coolant is leaking at the heat exchanger.

Technical Background

Production irregularity on heat exchanger.

fCoolant leaking at heat exchanger for high-voltage battery (chiller) at joint between refrigerant connection and housing.

Production Solution

Not applicable.

Service

Please attempt to locate the leak precisely. If the coolant is escaping at the joint between the refrigerant connection and the housing, please replace the heat exchanger for high-voltage battery (chiller).





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Try to reproduce the customer complaint (based on the description/cause of the issue), so that it can be clearly assigned to this TSB. The following repair must only be carried out if all the criteria (model/type, chassis number, engine/motor and gearbox code, PR number(s), part number, software version, code etc.) apply exactly. Otherwise this solution will not eliminate the problem, and repeat repairs may be necessary. In such a case, we may reject the warranty claim and redebit the parts.

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:	9383		
Damage Code:	0050		
Labor Operations:	Cooling system checked	1901 01xx	See SRT with associated operations.
	Remove and install heat exchanger for high-voltage components	9383 19xx	See SRT with associated operations.
	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 2070274/1		

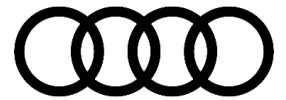
Required Parts and Tools

Part Number	Part Description	Quantity
9J1816132	Heater Core	1

Additional Information

All parts and service references provided in this TSB (**2072074**) are subject to change and/or removal.

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