



Technical Service Bulletin

80 Poor, uneven or no cabin heating output

80 24 15 2073370/2 April 5, 2024. Supersedes Technical Service Bulletin Group 80 number 24-14 dated March 12, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron quattro	2019 2021 - 2023	All	Not Applicable
e-tron Sportback quattro	2020 - 2023		
e-tron S	2022 - 2023		
Q8 e-tron, Q8 Sportback e-tron, SQ8 e-tron, and SQ8 Sportback e-tron	2024		

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Add Model Year 2019)
1	03/12/2024	Initial publication

Customer states:

The heating output in the vehicle is insufficient, uneven or there is no heating output.

Workshop findings:

The complaint can be reproduced. Diagnosis finds obstructed or blocked coolant flow through the heat exchanger (4M0816413A).

Technical Background

Deposits in the cooling system can accumulate in the heat exchanger and obstruct coolant flow. The quality of the cabin heating is then compromised.

Production Solution

Not applicable.



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Service

Before replacing the heat exchanger flush the component with water in the opposite flow direction in attempt to clear the deposits. If the flushing process is not successful and deposits remain in the component replace the heat exchanger. Refer to the cooling system flushing procedures in ElsaPro or TSB 2062583 “80 The interior vehicle heating is insufficient, and the engine coolant is discolored” if additional guidance is required.

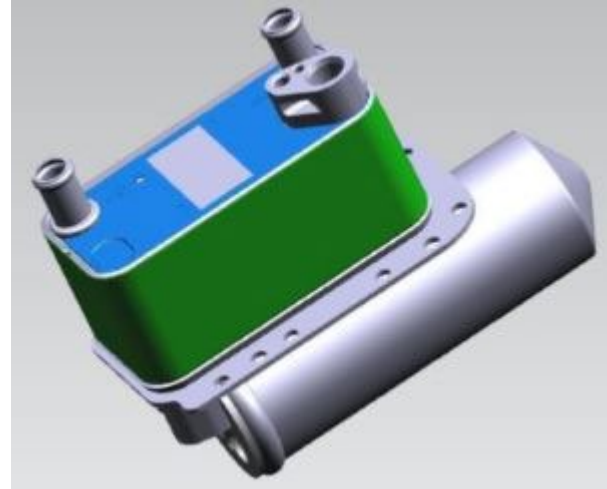


Figure 1. Heat exchanger 4M0816413A.

WARNING

Please exercise care not to contaminate the refrigerant side of the heat exchanger with water, coolant, moisture, etc. Thoroughly seal off the refrigerant side of the heat exchanger to avoid any intrusion of moisture or contaminants during the cleaning procedure.

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 of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	8023		
Damage Code:	0010		
Labor Operations:	Heat exchanger remove and reinstall	9383 1950	See SRT with associated operations
	Clean heat exchanger	9383 2999	Use required time supported by punch time (50 TU Max)



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Diagnostic Time:	GFF	0150 0060	Time stated on the diagnostic protocol (Max 100 TU)
	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 2073370/2		

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.

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2062583, *80 The interior vehicle heating is insufficient and the engine coolant is discolored.*

All part and service references provided in this TSB (**2062583**) 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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