



Technical Service Bulletin

93 DTCs P0C4A00, P2B2800 and/or P0CFF00 Stored in the Hybrid Battery Management control unit

93 24 97 2068363/5 July 31, 2024. Supersedes Technical Service Bulletin Group 93 number 23-31 dated October 2, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2022 – 2024	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised <i>Warranty</i> (Updated Labor Operations)
4	10/02/2023	Revised <i>Service</i> (Updated service instructions) Revised header (Added MY)
3	5/09/2023	Revised <i>Service</i> (Added V590 location) Revised <i>Parts and Tools</i> (Updated parts information)

Customer states:

The warning message “Electric drive: fault. Please contact workshop” appears in the dash panel insert.

Workshop findings:

The customer statement can be reproduced.

At least one of the following DTCs is 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 1

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

Production Solution

Not applicable.



Technical Service Bulletin

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 3-35°C.

Erase event memory entry.

If event memory entry remains static, coolant pump V590 must be replaced according to the workshop manual, otherwise:

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, Figure 1) must be replaced according to the Workshop Manual.

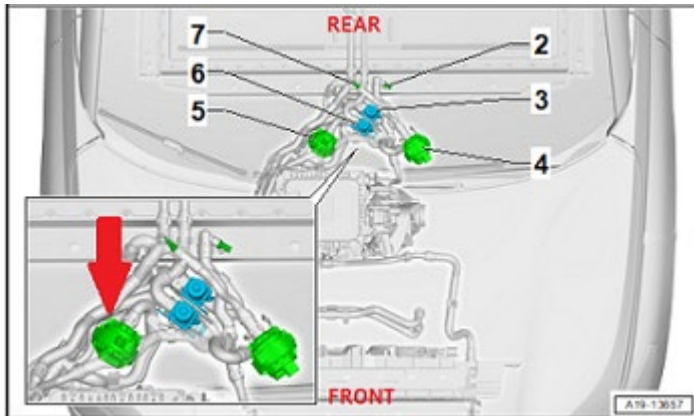


Figure 1: V590 location.

Warranty

Claim Type:	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



Technical Service Bulletin

	If necessary: Remove and install coolant pump (Claim-related SRTs per ELSA for the specific vehicle)	9382 19xx	See SRT with associated operations
Diagnostic Time:	GFF (Checking and clearing fault and Bleeding Procedures)	0150 0060	Time stated on diagnostic protocol
Claim Comment:	As per TSB 2068363/5		

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 OR 1EA 965 567 L (See ETKA for correct parts suffix)	If required: Water Pump (Order to VIN in ETKA)	1

Additional Information

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

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