



Technical Service Bulletin

19 loss of coolant from coolant pump - V6 TFSI

19 24 65 2070349/4 August 30, 2024. Supersedes Technical Service Bulletin Group 19 number 23-46 dated December 12, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
S4, S5, S5 Cabriolet, S5 Sportback, and SQ5	2018 – 2024	All	Not Applicable
A6, A7, A8, and Q8	2019 – 2024		
A6 allroad, S6, S7, and Q7	2020 – 2024		
A8 e quattro	2020 - 2021		
RS 5, RS 5 Sportback, and SQ5 Sportback	2021 – 2024		

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Service</i> (updated instructions) Revised <i>Technical Background</i> (Added figure 2)
3	12/12/2023	Revised <i>Service</i> (updated instructions)
2	11/01/2023	Revised <i>Production Solution</i> (Added countermeasure production dates) Revised <i>Service</i> (Updated instructions) Revised <i>Warranty</i> (Updated labor operations)

Customer states:

- Coolant loss/leak.
- Coolant warning lamp.
- Engine warning lamp on.



Technical Service Bulletin

Workshop findings:

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

NOTICE

In individual cases, the event memory entry “P0299: Turbo/Super Charger Underboost” is logged. This is caused by secondary damage due to the N649 switch valve being contaminated with coolant from the leaking coolant pump.

Technical Background 1

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:

1) 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.

2) Dried deposits on vacuum connection are **not** a clear indication of a leak (see Figure 2).



Technical Service Bulletin



Figure 1: Traces of coolant on the drip cup.



Technical Service Bulletin



Figure 2: Dried deposits on vacuum connection.

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.



Technical Service Bulletin

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:
 - **No** further coolant leak can be detected: **continue to observe without replacing any parts.**
 - Coolant leak can be detected again, **replace the component(s) causing the leaks and document leaks with photos/video. If the coolant pump is found to be leaking, also photograph the production date (refer to image 3 for an example).**



Figure 3: Example of coolant pump production date.

Warranty

Claim Type:	<ul style="list-style-type: none"> • 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



Technical Service Bulletin

	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
	GFF	0150 0060	Labor according to the diagnostic log
	Charge battery	2706 8950	See SRT with associated operations
Claim Comment:	As per TSB 2070349/4		

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.

©2024 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.