Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
Q4 e-tron, Q4 Sportback e-tron	2022 - 2025	All	With PR: KK2 (R744 refrigerant system)

Customer states:

The customer complains that the air conditioning system is not working or is insufficient.

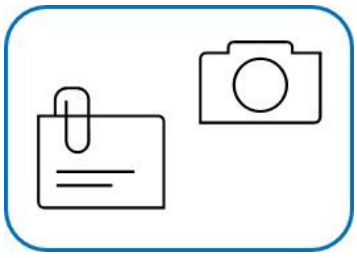
Or the customer complains about restricted vehicle operation.

Workshop findings:

The workshop can reproduce one of the complaints in the vehicle.

The following event memory entries are logged in the diagnostic log:

- **P123D00**: A/C Pressure/Temperature Sensor 1, pressure lower limit not reached (diagnostic address 0008)
- **P123F00**: A/C Pressure/Temperature Sensor 2, pressure lower limit not reached (diagnostic address 0008)
- **P124F00**: A/C Pressure/Temperature Sensor 3, pressure lower limit not reached (diagnostic address 0008)
- **P1C7E00**: A/C Pressure/Temperature Sensor 4, pressure lower limit not reached (diagnostic address 0008)
- **P1C8000**: A/C Pressure/Temperature Sensor 5, pressure lower limit not reached (diagnostic address 0008)
- **P2D0100**: Coolant pump 1 for engine over-speed/air in the system (diagnostic address 0001)
- **P0A3C00**: Drive Motor "A" Inverter Over Temperature (diagnostic address 0051)



Documentation required

Technical Background

Internal leak in heat exchanger.

Production Solution

Not applicable.

Service

1. Drain refrigerant from air conditioning system.

   Do NOT evacuate refrigerant circuit!

2. Perform leak detection using forming gas at a maximum pressure of 15 bar according to the Workshop Manual. Check the refrigerant circuit for leaks and check the coolant expansion tank for bubbles (Figure 1).

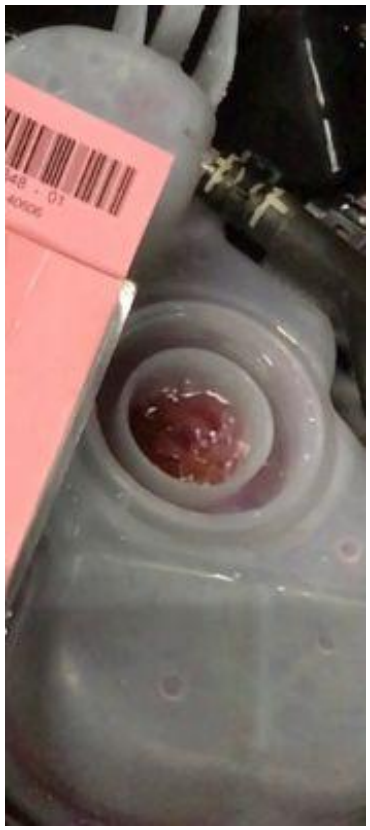


Figure 1. *Bubble formation in coolant in expansion tank.*

3. If no leaks are detected during leak detection with a test pressure of 15 bar, continue with the procedure at 85 bar WITHOUT evacuating the refrigerant circuit and check the coolant expansion tank for bubbles again.

4. If no bubbles can be detected in the coolant expansion tank at 85 bar test pressure, repeat the leak test at 85 bar and check the refrigerant circuit for leaks, but evacuate the refrigerant circuit beforehand this time.

5. If the bubbles shown in Figure 1 can be reproduced, the heat exchanger for high-voltage battery must be replaced according to the instructions in the Workshop Manual. Before replacement of the heat exchanger blow out the refrigerant circuit portion of the heat exchanger with compressed air and check the expelled refrigerant oil for coolant residue. Additionally, check the refrigerant lines to the heat exchanger for high-voltage battery for coolant residue.

   If coolant residue is visible from the refrigerant circuit portion of the heat exchanger or from the refrigerant lines for the heat exchanger, the case must be reported to TAC along with video documentation. Do not proceed with replacement of the heat exchanger or proceed with repair until instructed to do so by TAC.

6. If no coolant residue is found in the refrigerant circuit portion of the heat exchanger or refrigerant lines, no TAC contact is necessary. The heat exchanger and repair can proceed as necessary after video documentation is posted to Doc-IT.

When billing, please always attach videos which clearly show the complaint and upload to Doc-IT. To ensure a reference to the vehicle, the video must include the chassis number and the date. Please ensure that the video documentation does not show any persons and/or faces, vehicle registration numbers (license plates) or customer data.

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9383		
Damage Code:	0050		
Labor Operations:	Refrigerant drained and filled	8703 1770	See SRT with associated operations
	Air conditioner checked	8701 0151	See SRT with associated operations
	Check coolant expansion tank	9380 0199	10 TU
	Remove and install heat exchanger for high-voltage components	9383 19XX	See SRT with associated operations
	Check heat exchanger / coolant lines on heat exchanger for coolant residue	9383 0199	10 TU
	GFF / Guided Functions	0150 0010	Time stated on the diagnostic protocol
	GFF / Guided Functions	0150 0060	Time stated on the diagnostic protocol
Claim Comment:	As per TSB 2081505/1		

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.

Please note the information on predecessors and items that are included and excluded in the repair operations as well as any associated tasks.

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, 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, the warranty claim may be rejected, and the cost of the parts may be charged back.

Additional Information

All part and service references provided in this TSB (**2081505**) 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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