

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
Audi All Models	2019 - 2025	All	Not applicable

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised title (Change to text) Revised header (Add Model Year, revise DTCs) Revised <i>Condition</i> (Change to text, added model table) Revised <i>Technical Background</i> (Change to text) Revised <i>Production Solution</i> (Change to text) Revised <i>Service</i> (Change to text) Revised <i>Warranty</i> (Change to text) Revised <i>Additional Information</i> (Change to text)
1	07/15/2022	Initial publication

Customer states:

The windscreen/rear window washer system does not work.

Workshop findings:

The customer statement can be reproduced.

One of the following event memory entries may be logged in the body control module (BCM, diagnostic address: 0009) (static/intermittent):

- **B126101** – Windshield washer pump electrical error
- **B126113** – Windshield washer pump Open circuit

Technical Background

If the window washer pump becomes blocked due to frozen washer fluid, the resistance in the pump exceeds the upper limit.

One of the above event memory entries is logged in the body control module (BCM) as a result.

Production Solution

Not applicable.

Service

Check washer pump/fluid

- Perform functional check of washer pump.
- Use workshop equipment to check whether there is sufficient anti-freeze in the washer fluid / whether the washer fluid has frozen.
 - If there is insufficient anti-freeze in the washer fluid / if the pump has frozen, the washer fluid must be replaced according to the instructions in the ⇒ Maintenance Manual.

Read out the event memory of the body control module (BCM, diagnostic address: 0009).

- If one of the above event memory entries is logged, a voltage reset must be performed on the body control module (BCM, diagnostic address: 0009).

The event memory must then be erased.

Perform another functional check of the washer pump.

- If an event memory entry is logged again and the washer pump is still not working, proceed according to ⇒ Guided Fault Finding.

The washer pump may not be replaced if it has not been checked according to ⇒ Guided Fault Finding.

The washer pump may only be replaced without being checked according to Guided Fault Finding if it is visibly leaking (mechanical damage/fluid escaping).

Warranty

Damage to the washer pump caused by frozen washer fluid cannot be invoiced under warranty.

The costs of unnecessarily replacing the washer pump and/or the body control module (BCM) under warranty will be charged back.

Additional Information

All part and service references provided in this TSB (**2067557**) 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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