Technical Service Bulletin

19 Heating output insufficient (DTC B10D004 and/or B11D501)

19 17 90 2047114/4 September 12, 2017. Supersedes Technical Service Bulletin Group 19 number 17-85 dated April 4, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2012 - 2015	All	Not Applicable
S6, S7, and RS 7	2015	All	Not Applicable
A8, S8	2014 - 2017	All	Not Applicable
S8 +	2016 -2017	All	Not Applicable

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
4	-	Revised *Warranty* (Updated Labor Operations and Service Number)
3	04/06/2017	Revised header data (Added model years) Revised *Warranty* (Updated Labor Operations)
2	03/15/2017	Revised *Warranty* (Updated Labor Operations)

Customer statement:

- Insufficient heating output
- Passenger compartment does not get warm

Workshop findings:

The customer statement can be reproduced. In the climatronic control module, J255 (address word 0008), at least one of the following DTC(s) is logged:

- **DTC B10D004** (coolant circulation pump, mechanical fault)

Or

- **DTC B11D501** (supply voltage of terminal 30 for coolant circulation pump, electric fault)

Technical Background

The V50 coolant recirculation pump is malfunctioning.

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Production Solution

Improved coolant pump.

Service

Replace the V50 coolant recirculation pump, use the washers if pump is mounted with screws to the bracket as shown (some models have rubber covered metal band instead):
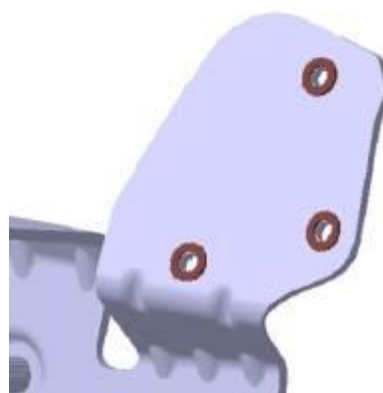
- N 011 523 21 (3x)

Figure 1. Washers installed.

To ensure about 1mm distance between the V50 coolant recirculation pump and its bracket (Figure 1 and 2):

Bleed the coolant circuit according to ElsaPro at *Repair Manual >> Engine >> 19 Cooling System >> Cooling System/Coolant >> Cooling, Draining and Filling.*

Figure 2. Pump mounted.

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Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	1947		
Damage Code:	0010		
Labor Operations:	**A6, S6, A7, S7, RS 7**		
	Additional coolant pump remove + reinstall (V50)	1947 1950	70 TU
	Cover (plenum) remove + reinstall	8522 1900	20 TU
	A8, S8		
	Additional coolant pump remove + reinstall (V50)	1947 9999	30 TU
	Cover (plenum) remove + reinstall	8522 1900	70 TU
Diagnostic Time:	GFF	1500 0000	Time stated on diagnostic protocol (Max 20 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	0121 0004	10 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2047114/4		

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.

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Required Parts and Tools

Part Number	Part Description	Quantity
06D 121 601	V50 coolant recirculation pump	1
N 906 87 001	Spring clips 27 x12	2
N 011 523 21	Washer 5 x10 x 1	3
G 013A8J1G	Coolant additive	1

Tool Number	Tool Description
VAS6096	Cooling System Charging Unit
VAG 1974/8	Adapter
VAG 1978/17	Adapter

Additional Information

All parts and service references provided in this TSB (2047114) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.