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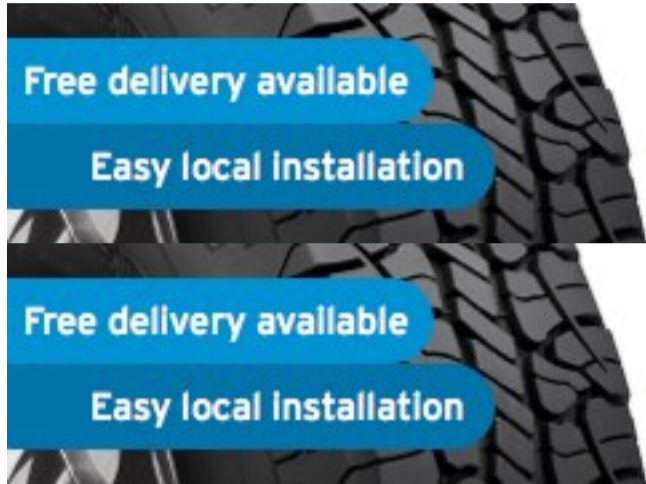
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Your Vehicle: 2010 Audi Q7 Quattro (4LB) V6-3.0L DSL Turbo (CATA)



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Suspension - Self-Leveling Can't Be Adjusted/DTC's Set

43 Self-leveling compressor inoperative

43 13 23

2018765/9

September 16, 2013

Supersedes Technical Service Bulletin Group 43 number 13-14 dated April 11, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6 (C6)	2006 - 2008	All	Air Suspension
A8 (D3)	2004 - 2010	All	Air Suspension
Q7	2007 - 2012	All	Air Suspension
S6 (C7)	2013	All	Air Suspension
S7 (C7)	2013	All	Air Suspension
A8 (D4)	2011 - 2013	All	Air Suspension

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Vehicle Information

REVISION HISTORY		
Revision	Date	Purpose
9		Revised Service (Added service step)

8	4/11/2013	Revised <i>Service</i> (Clarified models in labor operations) Revised <i>Service</i> (Removed extra steps)
7	10/25/2012	Revised header data (Added models and model years) Revised <i>Warranty</i>
6	2/2/2012	Revised <i>Warranty</i>
5	9/10/2010	Revised header data (Model years)

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Condition

^ The self-leveling system can no longer be adjusted with the MMI.

^ The compressor for the self-leveling system continues to run after the engine has been switched off and the vehicle has been locked.

^ One of the following DTCs may be stored in the level control system module, J197 (address word 34):

^ DTC 0453 (restricted function through excess temperature)

^ DTC 1583 (leak in the system recognized)

^ DTC 1770 (sender for compressor temperature of self-leveling control G290)

^ DTC 1772 (signal cable of pressure sender for self-leveling control G291)

^ DTC 2645 (valves for self-leveling control)

^ DTC 2646 (plausibility of self-leveling control)

Technical Background

Because of poor performance or failure of the air suspension compressor, the vehicle ride height cannot be adjusted. As a safeguard, the [control module](#) will lower the vehicle to the lowest position and illuminate the warning light. Drivability is not affected.

Production Solution

Not applicable.

Service

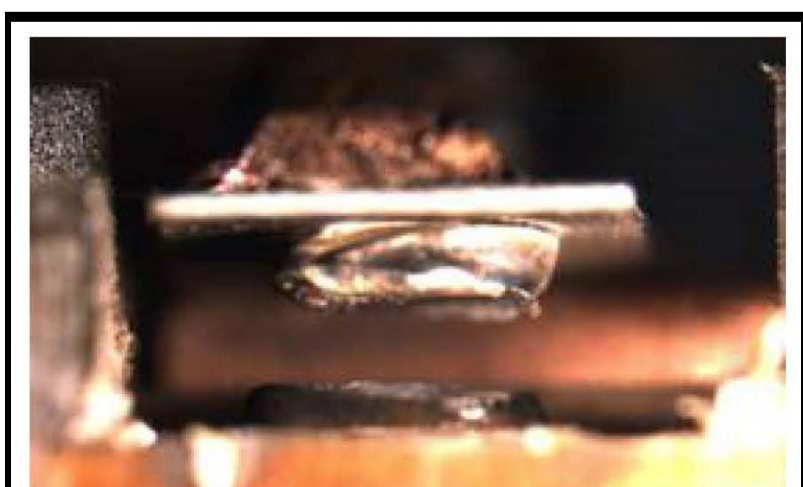
Tip:

See the current flow diagram for the location of the J403 relay for the air supply unit and the location of the air compressor (air supply unit).

1. Check the function of the air compressor by supplying it with direct current. Determine if the air compressor is operating correctly and sounds normal, if it is unusually noisy, or if it is not working at all.

2. Check relay J403 by opening the relay and comparing it to the images below:

If the relay exhibits any of the conditions A - C below, replace both the air compressor and the relay, even if the air compressor sounds normal.



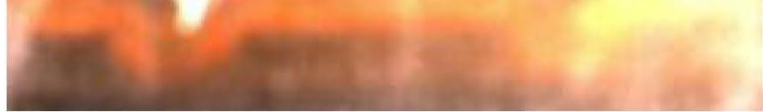


Figure 1. Strong erosion of both contacts.

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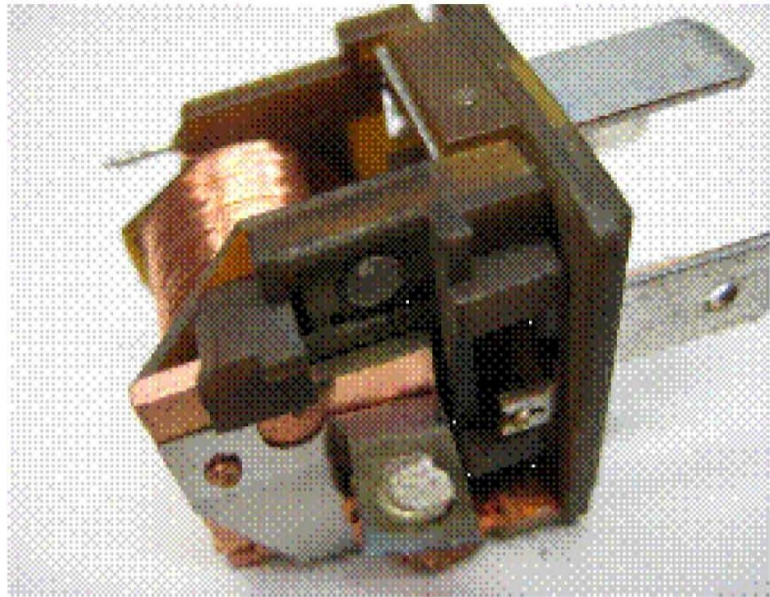


Figure 2. Strong erosion of both contacts.

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A) Strong erosion of both contacts (Figure 1, Figure 2).

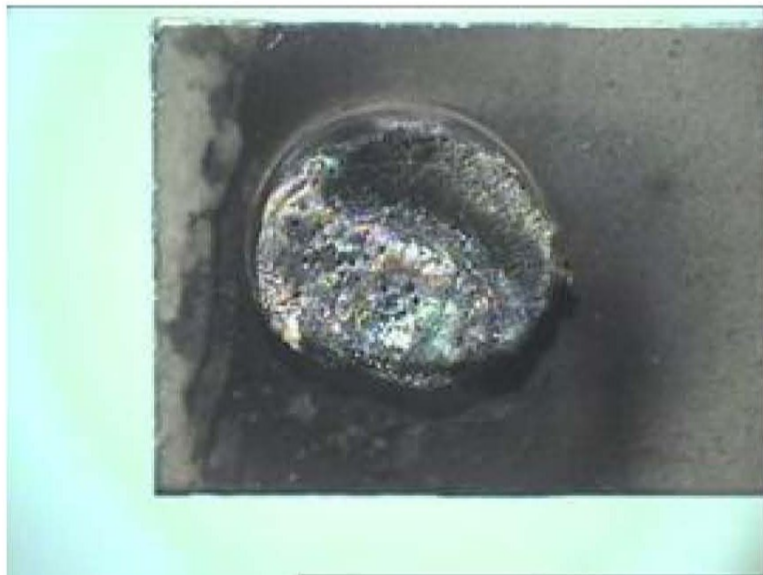


Figure 3. Strong erosion of the spring contact.

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B) Strong erosion of the spring contact (Figure 3).





Figure 4. Overheated strand.

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C) Overheated strand (Figure 4).

If the relay contacts are similar to condition D below, and the air compressor sounds normal, replace only the relay.

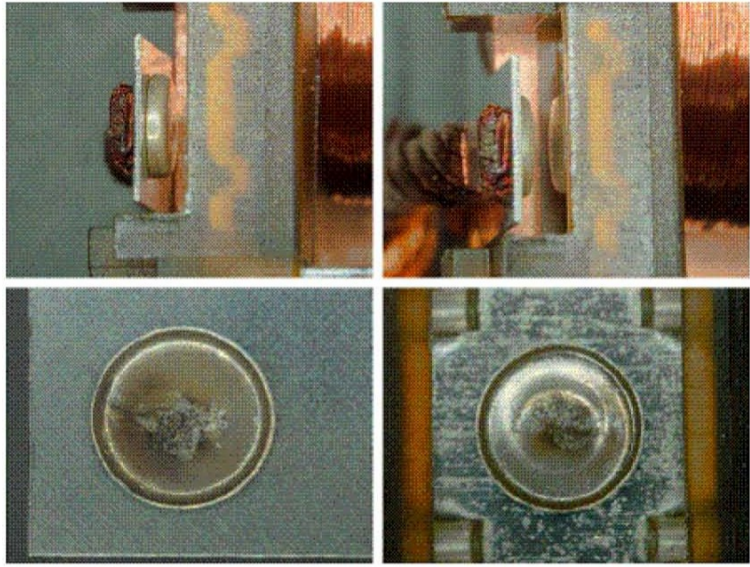


Figure 5. Contacts with minor marks.

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D) Contacts with minor marks (Figure 5).

Note :

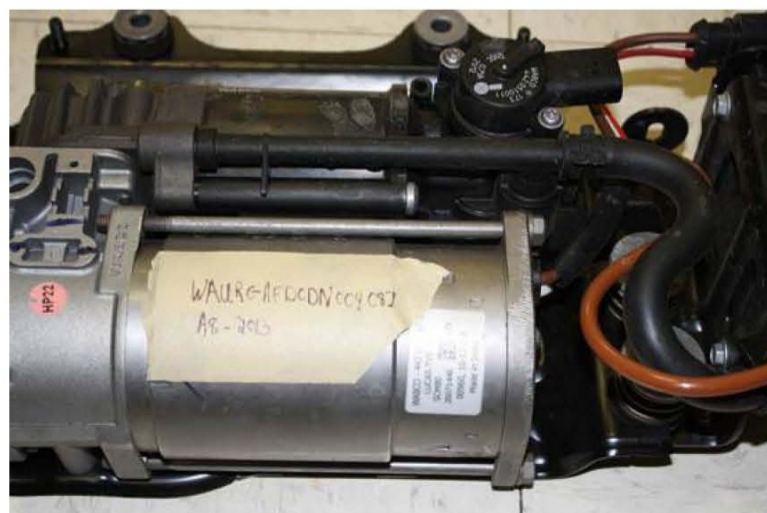


Figure 6. Attach the relay to the compressor and mark both components with the VIN.

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When replacing both the compressor and relay, attach/secure the relay to the compressor and mark both components with the VIN.

Claim Type:

Use applicable claim type. Vehicle may be outside any warranty in which case this Technical Service Bulletin is

warranty, in which case this Technical Service Bulletin is informational only.

Service Number:	4315		
Damage Code:	0040		
Labor Operations:	A6 (C6) (2005 – 2008):		
	Compressor remove and install	4315 1950	70 TU
	Front bumper cover remove and install	6329 1900	90 TU
	Central electronics cover remove and install	9793 1900	70 TU
	Relay for suspension compressor inspect	4315 1999	10 TU
	A8 V8 (D3) (2004 – 2010):		
	Compressor remove and install	4315 1900	90 TU
	Shelf under dash panel remove and install	6818 1900	50 TU
	Relay for suspension compressor inspect	4315 1999	10 TU

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	S8 and W12 (D3) (2005 – 2010):		
	Compressor remove and install	4315 1950	70 TU
	Lock carrier loosened and fastened	5038 0900	160 TU
	Shelf under dash panel remove and install	6818 1900	50 TU
	Relay for suspension compressor inspect	4315 1999	10 TU
	Vehicle front & rear measure (cars with ACC only)	4495 0300	90 TU
	Radar sensor check & adjust (cars with ACC only)	9163 1550	30 TU
	Radar sensor adjust (cars with ACC only)	9163 0550	30 TU
	Audi Q7 (2007 – 2012):		
	Compressor remove and install	4315 1900	70 TU

	Shelf under dash panel remove and install	6818 1900	30 TU
	Relay for suspension compressor inspect	4315 1999	10 TU

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	A8 (D4) (2011 - 2013)		
	Compressor remove and install	4315 1900	50 TU
	Shelf under dash panel remove and install	6818 1900	30 TU
	Relay for suspension compressor inspect	4315 1999	10 TU
	S6 / S7 (C7) (2013):		
	Compressor remove and install	4315 1900	50 TU
	Relay for suspension compressor inspect	4315 1999	20 TU
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (MAX 50 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 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 #2018765/9		

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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Warranty

Additional Information

All parts and service references provided in this TSB (2018765) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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