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



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**Wipers/Washers - Low Washer Fluid Warning ON, Fluid Level OK**

92 Washer solvent level warning on

92 14 09

2038151/2

September 12, 2014

Supersedes Technical Service Bulletin Group 92 number 14-08 dated August 19, 2014 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2010 - 2015	All	Not Applicable

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Vehicle Information

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised Warranty (Corrected Q7 SRT listing)
1	8/19/2014	Initial publication

The washer solvent level warning is on in the DIS, but the washer solvent level is correct. There is no functional restriction in the windshield washer system.

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Condition

Technical Background

The sensitivity of the washer solvent level sensor (G33) can be affected by the type, concentration, and the presence of additives in the washer solvent currently in the tank. The operation of the level sensor relies on the composition of the solvent to provide an

accurate message on the solvent level. Incorrect concentration and the presence of additives can contaminate the sensor and reduce its sensitivity.

Production Solution

Not applicable.

Service

If the washer solvent reservoir is full and the low solvent warning is on, proceed as follows:



**Figure 1:** D 009 401 04 all-purpose cleaner

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1. Empty the reservoir and remove the level sensor. Clean the sensor probes using all-purpose cleaner D 009 401 04 (Figure 1), then reinstall the level sensor.





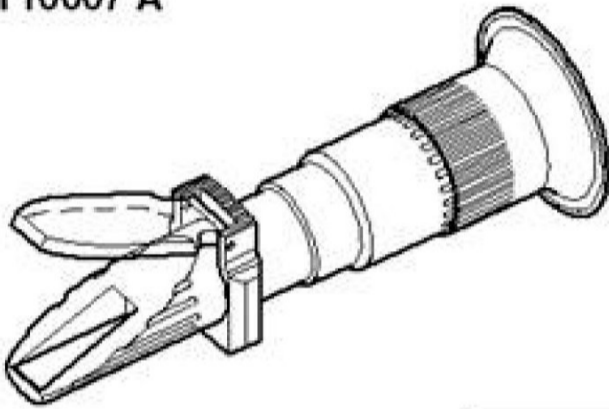
**Figure 2:** G 052 164 M2 windshield cleaner concentrate with anti-freeze

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2. Refill the reservoir with the correct type and concentration of solvent. Windshield cleaner concentrate with anti-freeze G 052 164 M2 works best (Figure 2). This solvent can be adjusted for freeze protection to  $-70^{\circ}\text{C}$  ( $-94^{\circ}\text{F}$ ), prevents washer jet contamination particularly on the "fan" type of washer jet, and is highly effective in removing residues and insects from the windshield.

T10007 A



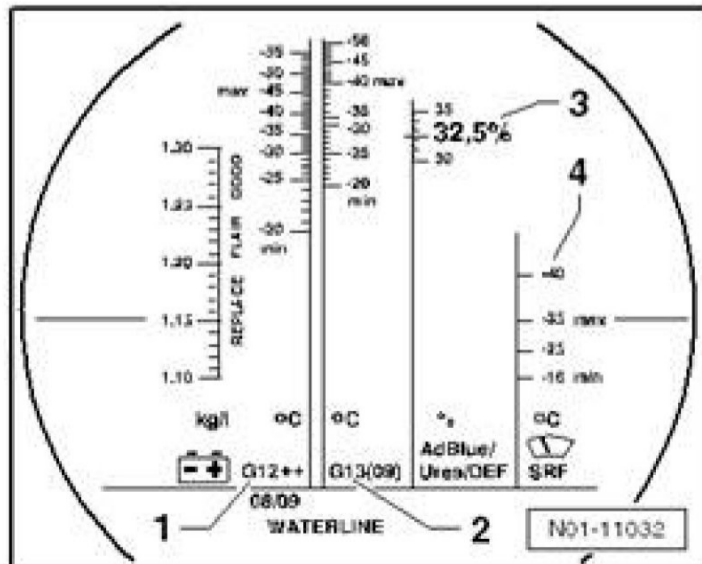
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**Figure 3:** T10007A refractometer

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3. The concentration and freeze point can be checked using the T10007A refractometer (Figure 3).



**Figure 4:** Scale in the view of the T10007A refractometer.

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4. Put a drop of washer fluid with the pipette on the glass of the refractometer. When viewing the refractometer, a light-dark border can be clearly recognized. Using the scale to the right (Figure 4), adjust the concentration of the solvent to accommodate the current weather conditions.

Freeze protection	Windshield cleaner concentrate with anti-freeze G 052 164 M2	Water
-16 °C (3° F)	1 part	3 parts
-30 °C (-22° F)	1 part	2 parts
-40 °C (-40° F)	1 part	1.5 parts
-70 °C (-94° F)	1 part	0 parts

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5. Concentration guidelines:

**Note** :It is not necessary to replace the windshield washer solvent level sensor when the cause of failure is contaminated sensor probes or incorrect washer solvent solution. Warranty claims for replacement of washer solvent level sensors that are found to not be faulty will not be reimbursed.

<b>Claim Type:</b>	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	9258		
<b>Damage Code:</b>	0040		
<b>Labor Operations:</b>	<b>Audi Q7:</b>		
	Lower windshield washer reservoir section remove + reinstall	9260 1900	90 TU
	Fluid level sensor remove + reinstall	9258 1950	10 TU
	Clean fluid level sensor and adjust solvent concentration	9258 9999	10 TU
	<b>TT:</b>		
	Front wheel housing liner remove + reinstall	6616 1900	50 TU
	Fluid level sensor remove + reinstall	9258 1950	10 TU
	Clean fluid level sensor and adjust solvent concentration	9258 9999	10 TU
	<b>R8:</b>		
	Plenum cover remove and reinstall	8522 1900	80 TU



	Fluid level sensor remove + reinstall	9258 1950	30 TU
	Clean fluid level sensor and adjust solvent concentration	9258 9999	10 TU
<b>A4, A4 Avant, Allroad, A5, A5 Cabriolet, A6, A7, A8, Q5:</b>			
	Fluid level sensor remove + reinstall	9258 1900	50 TU
	Clean fluid level sensor and adjust solvent concentration	9258 9999	10 TU
<b>Diagnostic Time:</b>	GFF	No allowance	0 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)			
<b>Claim Comment:</b>	As per TSB #2038151/2		

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

Part Number	Part Description	Quantity
T10007A	Refractometer 	1
G052164M2	Windshield cleaner concentrate with anti-freeze 	1
D00940104	All-purpose cleaner	0.1



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Required Parts and Tools

Additional Information

All parts and service references provided in this TSB (2038151) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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