



Technical Service Bulletin

87 Air conditioning does not blow cold

87 17 83 2042340/4 September 25, 2017. Supersedes Technical Service Bulletin Group 87 number 16-78 dated November 9, 2016 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2015 - 2016	All	Not Applicable
Q3	2017	000001 - 007836	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Warranty</i> (Added GFF allowance)
3	11/09/2016	Revised header data (New solution VIN break)
2	06/28/2016	Revised <i>Required Parts and Tools</i> (Added refrigerant and PAG oil)

- The air conditioning does not cool.
- No DTCs are stored in the heating and air conditioning electronics control module, J255 (address word 0008).

Technical Background

The technical diagnosis reveals that there is no refrigerant in the circuit. The refrigerant hose that connects the suction side of the compressor to the condenser is found to be damaged, as the rubber portion of the hose is making contact with the compressor pulley (Figure 1 and Figure 2).

A production issue with the assembly gauge used during assembly of the hose was found. This issue caused the hose to be assembled with an incorrect geometry. As a result, the lie intended to keep the hose away from the air





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conditioning compressor pulley was compromised.

Figure 1. Point of hose contact with air conditioning compressor pulley.



Figure 2. Point of hose contact with air conditioning compressor pulley – rear view.

Production Solution

The refrigerant hose assembly gauge was corrected in production.

Service

Replace the damaged refrigerant hose and ensure that the natural lie of the hose is away from the air conditioning compressor pulley. Evacuate and recharge the refrigerant circuit and replace any lost PAG oil that may have been discharged from the system. Failure to maintain the correct total amount of PAG oil in the circuit will lead to premature air conditioning compressor failure.



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Warranty

Claim Type:	<ul style="list-style-type: none">• 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:	8743		
Damage Code:	0010		
Labor Operations:	Refrigerant hose remove + reinstall	8745 1900	160 TU
	Refrigerant drain and fill	8703 1700	60 TU
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 10 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 #2042340/4		

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.

Required Parts and Tools

Part Number	Part Description	Quantity
8U0820721F	Air conditioner hose	1
ZVP000134 (Outside Material)	Refrigerant R134	535g (19 oz.) (Max)



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G 052300A2	 <p>PAG oil for Denso compressor</p>	0.5 (Max)
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Additional Information

All parts and service references provided in this TSB (2042340) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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