



Technical Service Bulletin

87 Air conditioning does not blow cold

87 19 92 2042340/5 June 27, 2019. Supersedes Technical Service Bulletin Group 87 number 17-83 dated September 25, 2017 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
5	-	Revised <i>Warranty</i> (Updated Labor Operations)
4	09/25/2017	Revised <i>Warranty</i> (Added GFF allowance)
3	11/09/2016	Revised header data (New solution VIN break)

Customer states:

- The air conditioning does not cool.

Workshop findings:

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



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



Technical Service Bulletin

to keep the hose away from the air conditioning compressor pulley was compromised.



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.



Technical Service Bulletin

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 the 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	See SRT
	Refrigerant drain and fill	8703 1750	See SRT
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 10 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2042340/5		

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.



Technical Service Bulletin

Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
8U0820721F	Air conditioner hose	01
ZVP000134 (Outside Material)	Refrigerant R134	535g (19 oz.) (Max)
G 052300A2	 PAG oil for Denso compressor	0.5 (Max)
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA

Additional Information

All parts and service references provided in this TSB (2042340) are subject to change and/or removal.

©2019 Audi of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.