



# Technical Service Bulletin

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## 87 Air conditioning cooling is diminished and/or compressor is noisy

87 20 11 2061277/1 November 6, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6 Avant, RS 6 Avant	2021	All	Not Applicable
A6 allroad, RS 7	2020 - 2021	All	Not Applicable
A6, A7, S6, and S7	2019 - 2021	All	Not Applicable

## Condition

### Customer states:

- When the air conditioning is operating the intensity of cold air feels diminished.

### Or

- When the air conditioning is operating a rattling noise can be heard from the engine compartment. The noise is no longer present when the air conditioning is switched off.

### Workshop findings:

- Either of these symptoms can be reproduced.

## Technical Background

A manufacturing inconsistency has been discovered in the N280 regulating valve installed in air conditioning compressors produced by Sanden.



### Note:

Only air conditioning compressors manufactured by Sanden with the part number 4K0 816 803 D are affected.

## Production Solution

Not applicable.



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## Service

1. Check the fault memory in the electronic central control module (BCM 1), J519 (address word 0009) for any stored DTC's. Should any DTC's be stored the corresponding test plan(s) for these DTC's should be followed and completed in their entirety.
2. If there are no DTCs are stored in the electronic central control module (BCM 1), J519 (address word 0009) proceed with the test plan for air conditioning efficiency: *Test plan >> Select individual test plan >> 09 - Electronic Central Electrical J 519 >> 09 - Electronic Central Electrical, functions >> 09 other functions, air conditioning system.*
- 3a. The result of the test plan may conclude that the refrigerant in the circuit is incorrect:
  - Correct the refrigerant volume if necessary.Or
- 3b. The result of the test plan may conclude the N280 regulating valve for the air conditioning compressor is faulty:
  - Replace the N280 regulating valve for the air conditioning compressor according to the procedure in the repair manual.Or
- 3c. The result of the test plan may conclude the air conditioning compressor is faulty:
  - Replace the air conditioning compressor according to the procedure in the repair manual.



**Note:**

Should replacement of the N280 regulating valve or air conditioning compressor become necessary flushing of the refrigerant circuit should also be performed in the course of either of these repairs.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>
<b>Service Number:</b>	<ul style="list-style-type: none"><li>• Replace N280 regulating valve: 8737</li><li>• Replace air conditioning compressor: 8734</li></ul>
<b>Damage Code:</b>	0010



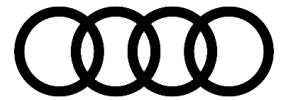
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<b>Labor Operations:</b>	Refrigerant drain and fill	8703 1750	See SRT with associated operations
	Air conditioner clean	8701 2950	See SRT with associated operations
	Compressor remove and reinstall	8734 1943	See SRT with associated operations
	Compressor replace	8734 5550	See SRT with associated operations
	N280 regulating valve replace	8737 195XX	See SRT with associated operations
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on the diagnostic protocol (Max 80 TU)
	Road test prior to the service procedure	0121 0002	10 TU
	Road test after the service procedure	0121 0004	10 TU
<b>Claim Comment:</b>	As per TSB #2061277/1		


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

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA



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4K0816803D	 <p data-bbox="407 835 724 863">Air conditioner compressor</p>	01
4K0260839	Valve for refrigerant compressor	01

## Additional Information

All parts and service references provided in this TSB (2061277) are subject to change and/or removal.

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