



Technical Service Bulletin

87 Unpleasant odor is coming from the heating and ventilation system

87 21 13 2010146/16 May 4, 2021. Supersedes Technical Service Bulletin Group 87 number 20-05 dated April 29, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A7	2012 - 2022	All	Not Applicable
A3	2010 - 2020	All	Not Applicable
Q3, TT	2015 - 2022	All	Not Applicable
A5, A5 Cabriolet	2010 - 2022	All	Not Applicable
A4, A6, A8, R8, Q5, and Q7	2010 - 2022	All	Not Applicable
A5 Sportback	2018 - 2022	All	Not Applicable
Q8, Audi e-tron quattro	2019 - 2022	All	Not Applicable
RS 6 Avant	2021 - 2022	All	Not Applicable
A6 allroad, Audi e-tron Sportback	2020 - 2022	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
16	-	Revised header (Added model year 2022 and new model codes) Revised <i>Warranty</i> (Remove test rides)
15	04/30/2020	Revised header (Added model years and refined model codes) Revised <i>Required Parts and Tools</i> (Remove solution price, separate tables for Parts and Tools, and updated tool number)
14	07/30/2018	Revised header (Added model years)

Customer states:

- There is an unpleasant, musty odor coming from the heating and ventilation system.



Technical Service Bulletin

- The odor usually occurs when the vehicle has been sitting unused for five hours or more.
- The odor usually occurs within 20 to 60 seconds after the vehicle is started.

Technical Background

Condensation, which is a normal condition in all A/C systems, can cause a musty odor.

If the odor is noticeable in the vehicle when the engine is not turned on, the cause may be mold and mildew in the passenger compartment, and not be related to the A/C system. All other possible sources of the odor must be investigated before this bulletin can be performed. Before proceeding, consider the following:

- The evaporator housing drain must be open and free of debris.
- The cabin must be sealed with no water ingress into the passenger compartment.
- The plenum drains must be clear and free of debris.
- The pollen filter must be clean and free of moisture.

Production Solution

Not applicable.

Service

Contaminants are effectively neutralized by the Aircomatic® II Ultrasonic Climate System Cleaner (VAS 6189A) and Airco-Clean® Ultrasonic Air Conditioning Treatment (VAS 6189/1). No other cleaning methods are permitted.

1. If the vehicle is equipped with an in-cabin pollen filter (such as in the A3, A6, and Q7), remove the pollen filter element and reinstall its cover before proceeding.
2. Start the engine.
3. Adjust the following climate control settings (Figure 1):
 - Set the temperature to its lowest setting.
 - Set the fan speed to its lowest setting.
 - Set the airflow direction to the dash vents only.
 - Activate recirculation and ECON modes.



Figure 1. Climate control settings.



Technical Service Bulletin

4. Thoroughly shake a 100ml bottle of treatment and empty it into the filling chamber (Figure 2).



Figure 2. Pouring the treatment into the filling chamber.

5. Connect the outlet tube (Figure 3).



Figure 3. The connected outlet tube.

6. Place the cleaning unit into the passenger side footwell, ensuring that the unit is as level as possible.
7. Connect the unit power cord, and route it through one of the windows, which should be slightly open (Figure 4). All other windows and the sunroof should be completely closed.



Figure 4. The window is slightly open so that the cord can pass through.

8. Turn the unit on and position the outlet tube so that the vapor is drawn into the recirculation air intake (generally in the passenger side footwell area; see appropriate repair information for exact location).
9. Close all doors. The atomized cleaning fluid will begin to come out of the vents. After 15-20 minutes, the treatment is complete and the machine stops automatically.
10. If the vehicle is equipped with a four-zone climate control system with 2 evaporators (such as Q7 and A8), repeat the procedure for the rear A/C unit before proceeding. Use the same A/C settings listed above. Position the outlet tube toward the fresh air inlet vent for the rear unit. The configuration of the Q7 is shown to the right (Figure 5).



Figure 5. Correct positioning of the outlet tube on a Q7.

11. After the procedure, air the vehicle out for approximately ten minutes.



Technical Service Bulletin

12. Check the Aircomatic® manual for instructions for unit maintenance after each use.

Warranty

- This bulletin is allowed only once per vehicle. The vehicle must be within its first 12 months of service and under NVLW.
- There must be an original customer concern of the specified odor symptom on the repair order for this bulletin to apply. Adding this procedure on is not permitted.
- Subsequent applications, should they become necessary, will be the customer's responsibility.
- Replacement of the pollen filter under warranty is not allowed within the performance of this procedure. The pollen filter is covered only where specified at the appropriate maintenance interval.

When the procedure applies to vehicles under warranty, use the following:


Claim Type:	1SP		
Service Number:	8760		
Damage Code:	0049		
Labor Operations:	All models except R8:		
	A/C clean - All models with single evaporator	8701 2999	70 TU
	A/C clean - All models with two evaporators	8701 3099	135 TU
	R8:		
	A/C clean	8701 9999	210 TU
Diagnostic Time:	GFF	No allowance	0 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 #2010146/16		

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

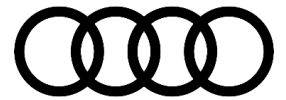
Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
VAS 6189/1	Airco-Clean® Ultrasonic Air Conditioning Treatment (100ml bottle) 	1 bottle (For models with a single evaporator) 2 bottles (For models with two evaporators)

Tool Number	Tool Description
VAS 6189B	 Aircomatic® II Ultrasonic Climate System Cleaning unit

Additional Information

All parts and service references provided in this TSB (2010146) are subject to change and/or removal.



Technical Service Bulletin

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