



# Technical Service Bulletin

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## 87 Noise from the air conditioning compressor when the AC is active

87 21 19 2065450/1 December 13, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5 PHEV TFSI e	2020 - 2021	All	Not Applicable

## Condition

### Customer states:

- The customer hears noises from the engine compartment when the air conditioning system is active. The noises may also be described as emanating into the cabin space slightly as well. When the air conditioning system is deactivated (A/C off) the noises no longer occur.
- These noises are particularly noticeable when the vehicle is in electric mode.
- The air conditioning system otherwise operates normally with no degradation of cabin cooling.

### Workshop findings:

- The noises can be duplicated under the conditions described by the customer.

## Technical Background

The noise heard by the customer in the vast majority of cases is a normal acoustic characteristic generated by the air conditioning compressor and represents no technical issue with the compressor unit.

## Production Solution

Not applicable.

## Service

The following inspections of refrigerant circuit components should be performed for any possible issues:

1. Check the volume of refrigerant in the circuit. Ensure that it is within specifications.
2. Check the refrigerant lines and hoses that are visible for any contact with one another or an adjoining component. Refrigerant lines in contact with one another can transmit vibrations throughout the engine compartment and may manifest as noises into the cabin. Correct the refrigerant line positioning if necessary.



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3. Check the air conditioning compressor mounting and ensure that all are secure and tightened to specification.

If no issues are found after inspection do not replace the air conditioning compressor. The noises heard by the customer are a normal acoustic characteristic and do not represent a technical issue with the air conditioning compressor.

## 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>	8734		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	Refrigerant drain and fill	8703 1701	See SRT with associated operations
	Check refrigerant lines and engine compartment for parts touching each other	8734 0299	20 TU
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on the diagnostic protocol (Max 60 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB #2065450/1		

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.



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## Additional Information

All part and service references provided in this TSB (2065450) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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