



Technical Service Bulletin

87 Faint noise heard in cabin from air conditioning circuit

87 24 68 2044717/10 March 8, 2024. Supersedes Technical Service Bulletin Group 87 number 19-93 dated July 12, 2019 for reasons listed below.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|------------|-------------|-----------|----------------------------|
| S6, and S7 | 2014 – 2018 | All | Not Applicable |

Condition

| REVISION HISTORY | | |
|------------------|------------|--|
| Revision | Date | Purpose |
| 10 | - | Revised <i>Service</i> (Elimination of flushing step) Revised <i>Warranty</i> (Updated Labor Operations) |
| 9 | 07/15/2019 | Revised <i>Warranty</i> (Updated Labor Operation) Revised <i>Required Parts and Tools</i> (Added Tools table) |
| 8 | 04/09/2018 | Revised <i>Warranty</i> (Added 2.0 TFSI Labor Operations) |

Customer states:

- A faint, high-pitched “whine” or high frequency buzzing noise is heard in the cabin when the air conditioning is set to “Low”, and the fan speed is no higher than 2. The audio system must be off and there should be no other noises in the cabin, otherwise, the noise may not be heard.

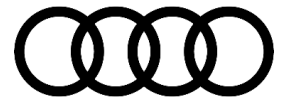
Technical Background

This noise can be created due to an anomaly in the acoustic characteristic in the refrigerant circuit under these specific settings (air conditioning set to “Low”, and fan speed no higher than 2). There is no technical fault with the air conditioning system and no functional issue with the climate control system.

Production Solution

Not applicable. The refrigerant circuit architecture in the S6 and S7 models to which this bulletin applies is no longer in production.

Service



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The noise symptom must be readily duplicated before any repair is performed. Ask the customer to duplicate the noise symptom for the technician to ensure that the repair resolves the customer's specific concern.

If the noise cannot be duplicated, do not perform any repair to the vehicle. If the noise can be duplicated consistently, proceed as follows:

1. Replace the low side refrigerant line that connects the air conditioning compressor suction port to the hybrid refrigerant line to the expansion valve (Figure 1). Be certain to use new O-rings at these and all refrigerant circuit joints that are disconnected.

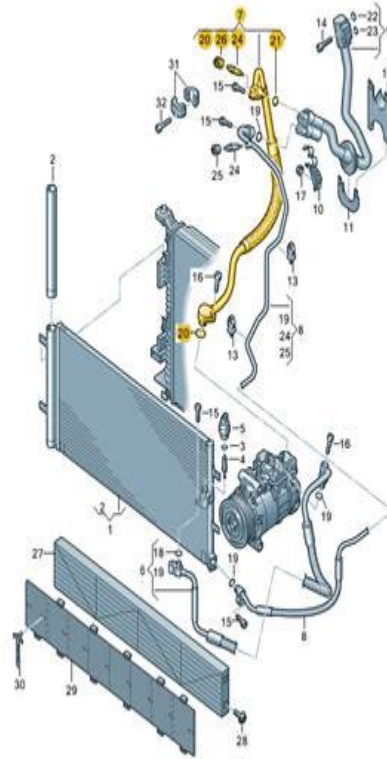
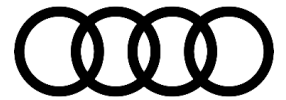


Figure 1. The low side line that needs to be replaced.



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2. Install the balance weight (part number 4G0513621A) with 2 bolts (part number N 10653601) to the line in the position shown in the illustration (Figure 2).

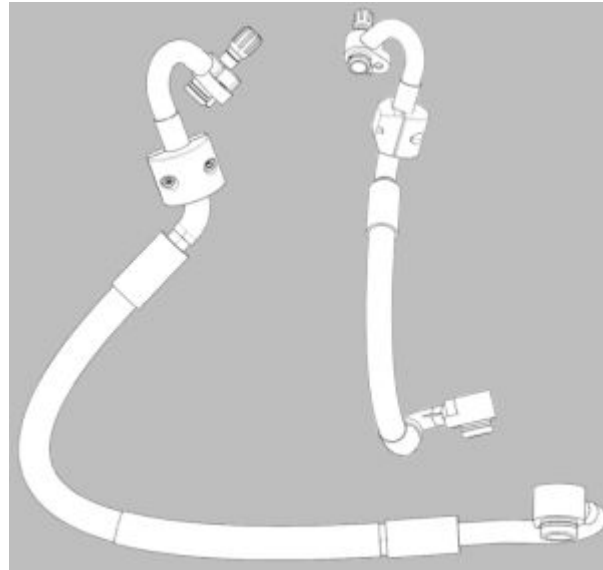
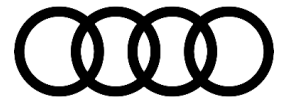


Figure 2. Balance weight position on the low side line.

3. No additional air conditioning components need to be replaced. Recheck the air conditioning system under the same settings used to duplicate the noise symptom and confirm that the noise issue is resolved.

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 of any warranty, this Technical Service Bulletin is informational only. | | |
| Service Number: | 8745 | | |
| Damage Code: | 0020 | | |
| Labor Operations: | Compressor / evaporator line remove and reinstall | 8745 1921 | See SRT with associated operations |
| Diagnostic Time: | GFF | No allowance | 0 TU |
| | Road test prior to the service procedure | No allowance | 0 TU |
| | Road test after the service procedure | No allowance | 0 TU |




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| | |
|-----------------------|-----------------------|
| Claim Comment: | As per TSB 2044717/10 |
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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 |
| 4G0260707X Use appropriate part number for the hose according to the VIN in ETKA | Air conditioner hose, low side (Compressor to coaxial line) | 01 |
| 4G0513621A |  Balance Weight | 01 |
| N 10653601 |  Bolt | 02 |

| Tool Number | Tool Description |
|-------------|------------------|
|-------------|------------------|



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ROB134APF



Robinair A/C Service Unit

Additional Information

All parts and service references provided in this TSB (2044717) are subject to change and/or removal.

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