

87 Moisture in driver or front passenger footwell

87 12 25 2024644/3 March 26, 2012. Supersedes Technical Service Bulletin Group 87 number 11 – 18 dated March 31, 2011 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2009 – 2010	000001 – 999999	Not Applicable
	2011	000001 – 018533 (Neckarsulm)	
		000001 – 038509 (Ingolstadt)	
A5 Coupe	2009 – 2010	000001 – 999999	
	2011	000001 – 020076	
Audi Q5	2009 – 2010	000001 – 999999	
	2011	000001 – 027114	
A5 Cabriolet	2010	000001 – 999999	
	2011	000001 – 004805	

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header data
2	3/31/2011	Revised <i>Warranty</i>
1	01/13/2011	Original publication

Moisture in the driver or front passenger foot well.

Technical Background

The drain hoses were incorrectly assembled by the supplier, thus allowing condensation from the evaporator to enter the front foot well areas through a gap between the body and the sealing surface of the drain hose.

Production Solution

Optimized evaporator drain hoses.

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Service

1. Uninstall both drains hoses at the center console as indicated by the repair manual in chapter *Heating, Ventilation and Air Conditioning >> 87 Air Conditioning >> Removal and Installation >> Condensation Water Drain Hose*.

2. Inspect both drain hoses to identify if they are incorrectly assembled with the locating tab pointing up as seen in Figure 1. The correct orientation for this locating tab should be pointing down.



Figure 1. Incorrectly assembled drain hose, with locating tab pointing up.

When the snap ring is installed upside down, it allows water to leak out through a hole at the bottom of the snap ring (Figure 2). The water can then soak into either of the front footwell carpeted areas.

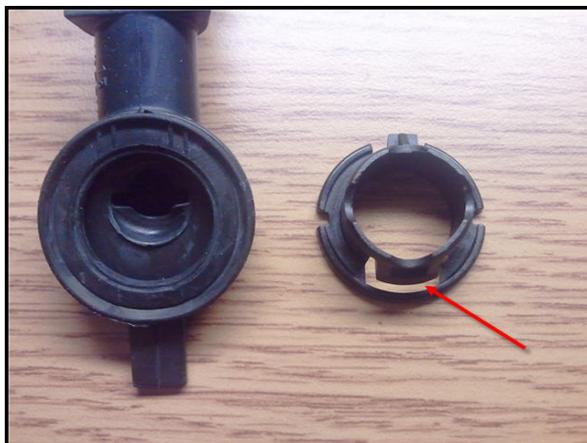


Figure 2. Hole in snap ring.

3. Install new service parts; do not repair original drain hoses. Improper installation at the factory may have damaged the snap feature (opposite the locating tab), thus creating a poor seal to the body.

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Service parts have been checked, but it is still possible to receive unchecked parts. Corrected parts will be marked in white on the locating tab. This tab must be pointing down (Figure 3).



Figure 3. White mark on locating tab.

4. If the locating tab on the new part is in the wrong position (pointing up), then use a small set of needle-nose pliers to gently pull the snap ring out of the rubber hose and align it in the correct position (pointing down). Dipping the end of the hose in soapy water may make the process easier.
5. Reinstall the snap ring in the correct position indicated by Figure 4.

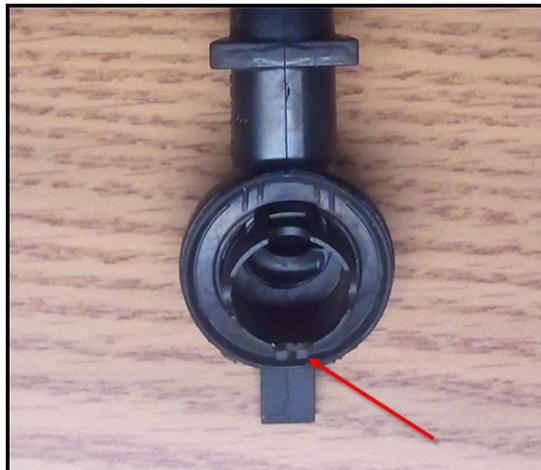


Figure 4. Snap ring installed in the correct position.

6. Connect the hose to the body before connecting it to the HVAC unit. Insert the locating tab (bottom of the hose) into the body hole and press the top portion of the snap ring into place.
There should be an audible click to indicate the hose has made a firm connection.
7. Inspect the seal by gently tugging on the hose to ensure it is completely seated.
8. Connect the top of the hose to the HVAC unit.



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9. Repeat for the other side.

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	8791		
Damage Code:	0050		
Labor Operations:	Remove and install 2 water drains	8791 2099	110 TU
	Snap ring adjustment 2 water drains	8791 1999	10 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
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2024644/3		

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

Part Number	Part Description	Quantity
8K0 260 113 C	Water Drain Hose	2

Additional Information

All parts and service references provided in this TSB are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.