

Technical Service Bulletin



87 Moisture in driver or front passenger footwell

87 13 45 2024644/8 September 10, 2013. Supersedes Technical Service Bulletin Group 87 number 13-41 dated May 30, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2009-2014	All	Not Applicable
A5	2008 - 2014		
A5 Cabriolet	2010 - 2014		
Q5	2009 - 2014		
A6 / A7	2012 - 2013		
A8	2011 - 2013		

Condition

REVISION HISTORY		
Revision	Date	Purpose
8	-	Revised header data (Added model years)
7	5/30/2013	Revised <i>Warranty</i> (Updated labor operations)
6	1/18/2013	Revised header data (additional models) Revised <i>Required Parts and Tools</i> table (additional part)
5	11/9/2012	Revised header data (added model years) Revised <i>Technical Background and Service</i>
4	9/5/2012	Revised header data
3	3/26/2012	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

Due to a faulty and/or incorrectly installed condensation drain hose, condensation from the evaporator could enter the front foot well areas through a gap between the body and the sealing surface of the drain hose.

Production Solution

Improved condensation drain hoses and improved installation process in production.

Service

1. Expose both condensation drain hoses and inspect for incorrect installation, kinks, or obstructions that could compromise proper removal of the condensation from the A/C system water drain. Refer to *Elsa >> 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. An incorrectly assembled condensation drain hose has a locating tab that is pointing up (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, condensation is allowed to leak out through a hole at its bottom (Figure 2). The water can then migrate into either of the front footwell carpeted areas.

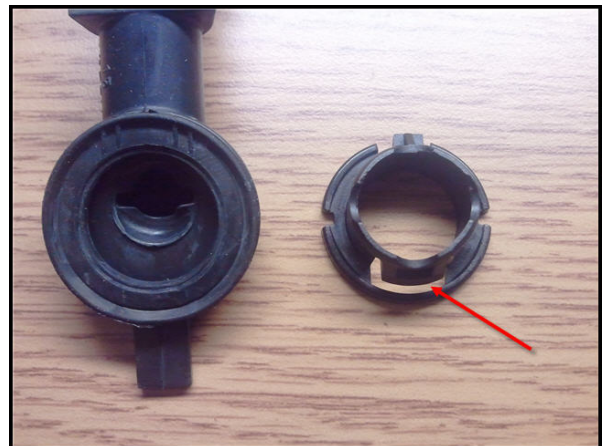


Figure 2. Hole in snap ring.

- Should the snap ring have been incorrectly installed to the body of the vehicle, do not repair the condensation drain hose assembly. Replace the hose using the repair procedure in *ElsaWeb >> Heating, Ventilation and Air Conditioning >> 87 Air Conditioning >> Removal and Installation >> Condensation Water Drain Hose*. Improper installation at the factory may have damaged the snap feature (opposite the locating tab), thus creating a poor seal to the body.

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.

- If the locating tab on the new part is in the wrong position (pointing up), 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.
- Reinstall the snap ring in the correct position (Figure 4).

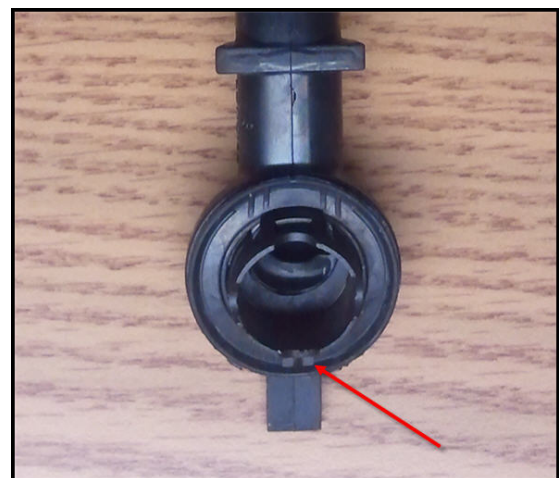


Figure 4. Snap ring installed in the correct position.

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6. Connect the hose to the body before connecting it to the A/C system water drain. 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 A/C system water drain. Ensure that when installed there is no kink or twist in the hose. If necessary, install a tie wrap at the A/C system water drain end of the hose if a more secure connection is required.
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	A4, A5, Q5: 8791 2000	110 TU
		A8: 8791 2000	250 TU
		A6, A7: 8791 1900 (right) 8791 1901 (left)	70 TU 50 TU
	Snap ring adjustment 2 water drains	8791 9999	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 #2024644/8		

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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Required Parts and Tools

Part Number	Part Description	Quantity
A8:		
4H0820653	Water Drain Hose	2
A4, A5, Q5, A6, A7:		
8K0260113C	Water Drain Hose	2

Additional Information

All parts and service references provided in this TSB (2024644) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.