

Technical Service Bulletin



87 A/C inoperative or poor performance - Repair Authorization

87 14 57 2038452/1 October 9, 2014.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5, A5 cabriolet, Q5	2011 - 2013	All	2.0L engine

Condition

Customer may report poor A/C performance or that A/C is inoperative.

Technical Background

Various parts have been replaced under warranty for the condition noted above, but no issues were identified with these parts. In an effort to gain information on the DTC codes for the vehicles listed above, we are asking that you contact the Audi Technical Assistance Center (TAC) before replacing any parts. This will assist us in diagnosing any potential issues with the condition noted above.

Production Solution

No changes to production have been made, as no issue has been identified.

Service

Audi of America is requesting your cooperation in supplying us with technical information regarding this condition.

1. Verify the condition.
2. Verify that vehicle has the following equipment:
 - 2.0L gas engine
 - A/C compressor 8K0.260.805.L
3. Check for DTCs and physical damage:
 - If related DTCs or physical damage are present, repair vehicle outside of repair authorization.
 - If no DTCs are present and the vehicle fails GFF A/C performance test, fill out the attached worksheet and continue to step 4.
4. If the vehicle is within the New Vehicle Limited Warranty, contact a TAC consultant before proceeding. Attach

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the DTC and diagnostic logs and the attached checklist to the TAC ticket.



Tip: The refrigerant system capacities are available in Elsa at: *Repair Manual >> Heating, Ventilation & Air Conditioning >> 87 Air Conditioning >> Refrigerant R134a Capacities, Refrigerant Oil and Approved Refrigerant Oils >> Approved Refrigerant Oils and Capacities.*

Warranty

This TSB is informational only and not applicable to any Audi warranty.

Additional Information

All parts and service references provided in this TSB (2038452) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.