



# Technical Service Bulletin

## 87 Condensation forms on the outside of the windshield during A/C operation

87 19 99 2056183/1 October 4, 2019.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, A8, Q8, and Audi e-tron quattro	2019	All	Not Applicable

## Condition

### Customer states:

- The customer reports that intermittently small patches of condensation form on the outside of the windshield specifically at the lower area of the windshield where the defrost air outlet is located.
- Figure 1 shows an example of the type and location of the condensation.



*Figure 1. Condensation formation at the base of the windshield.*

### Workshop findings:

- The symptom as it is described by the customer can be reproduced.



# Technical Service Bulletin

---

- The concern presents with the HVAC system set to 'Auto', the zones synchronized, the HVAC system in a regulation function close to the desired set temperature and air moisture content of the outside air high relative to the air temperature (high dew point).

## Technical Background

With high dew point atmospheric conditions at sea level the air coming from the defrost outlet can be too cool given the weather conditions and condense the moisture in the air at the point of air contact to the windshield.

## Production Solution

A more refined temperature output from the defrost outlet as a function of cabin temperature and relative humidity and outside temperature and relative humidity has been implemented by way of a ZDC change in vehicle electrical system control module, J519 (address word 0009) in production.

## Service

### SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
1. Update the vehicle electrical system control module, J519 (address word 0009) using the SVM action code as listed in the table below, if necessary:

Model	Old Target Data Container Number	Old Target Data Container Version	New Target Data Container Number	New Target Data Container Version (or higher)	SVM Code Input
A6/A7	4K0909514A	*	4K0909514A	20	09A046
A6/A7	4K0909514B	*	4K0909514B	22	09A046
A6/A7	4K0909514D	*	4K0909514D	24	09A046
A6/A7	4K0909514F	*	4K0909514F	26	09A046
A6/A7	4K0909514G	*	4K0909514G	27	09A046
A6/A7	4K0909514H	*	4K0909514H	28	09A046
A6/A7	4K0909514J	*	4K0909514J	29	09A046



# Technical Service Bulletin

A8	4N0909514B	*	4N0909514B	18	09A046
A8	4N0909514C	*	4N0909514C	24	09A046
A8	4N0909514D	*	4N0909514D	27	09A046
A8	4N0909514E	*	4N0909514E	26	09A046
A8	4N0909514H	*	4N0909514H	29	09A046
A8	4N0909514J	*	4N0909514J	30	09A046
Q8	4M8909514A	*	4M8909514A	23	09A046
Q8	4M8909514B	*	4M8909514B	18	09A046
Q8	4M8909514D	*	4M8909514D	22	09A046
Q8	4M8909514E	*	4M8909514E	24	09A046
Audi e-tron quattro	4N0907063EG	*	4KE909514B	19	09A046
Audi e-tron quattro	4N0907063AG	*	4KE909514B	19	09A046
Audi e-tron quattro	4N0907063EG	*	4KE909514B	20	09A046
Audi e-tron quattro	4N0907063AG	*	4KE909514B	20	09A046

## 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>	8704		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Software Update	0151 0000	Time stated on diagnostic



# Technical Service Bulletin

			protocol (Max 50 TU)
<b>Diagnostic Time:</b>	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
<b>Claim Comment:</b>	As per TSB #2056183/1		

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.

## Additional Information

The following Technical Service Bulletin will be necessary to complete this procedure:

- TSB 2011732, *00 Software Version Management (SVM), operating instructions*.

All part and service references provided in this TSB (2056183) 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.

©2019 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.