

Technical Service Bulletin

51 Water sloshing sound is heard while driving

51 20 15 2060609/1 September 15, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi e-tron Sportback	2020	All	Not Applicable
Audi e-tron quattro	2019 - 2020	All	Not Applicable

Condition

Customer states:

- The customer describes hearing a sound like water 'sloshing' when the vehicle is driving, cornering or braking.
- The origin of the noise is described as coming from the floor area.

Workshop findings:

- Water is found to have accumulated in the cavities contained in the side sills.

Technical Background

It is possible over time for water to accumulate in the side members and sills but the water is not able to drain as needed. This accumulated water creates a 'sloshing' noise when the vehicle moves.

Production Solution

Drains for the sill cavities have been implemented into production.



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Service

1. Test drive the vehicle preferably with the customer and duplicate the symptom. If the symptom is duplicated, raise the vehicle on the hoist and remove the sill plugs on both sides of the vehicle numbered 1, 2 and 3 on each side (Figure 1).

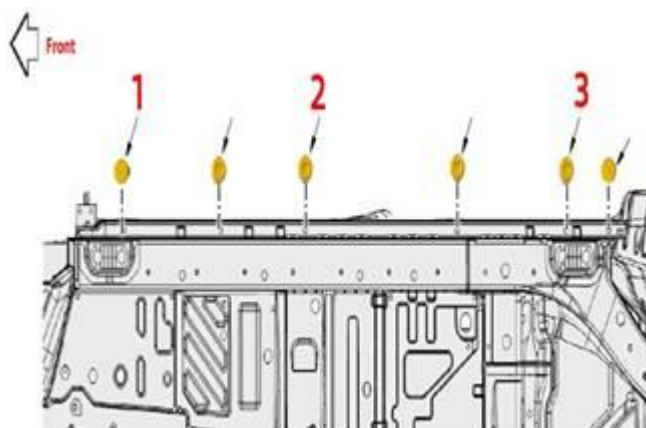


Figure 1. Plugs to be removed from the side sills.

2. Drill a hole 6mm in diameter in the center of each plug removed (Figure 2).

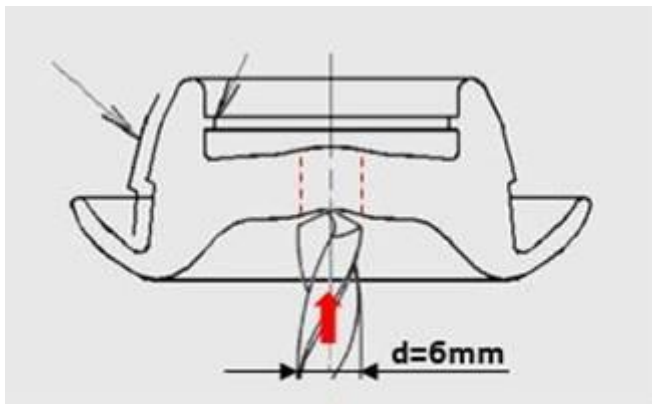


Figure 2. Drilling a 6mm hole in the center of the removed plugs.

3. Spray conservation wax D 330 KD2 A1 - or- D 321 M16 M2 into the sill cavities through the openings left from the removed plugs. Install the modified plugs back into their openings (Figure 3).



Figure 3. Modified sill plugs with 6mm hole drilled.



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Warranty


Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	5145		
Damage Code:	0050		
Labor Operations:	Center cover plate remove and reinstall, left and right sides.	5193 2052	See SRT with associated operations
	Remove body plugs, modify plugs and reinstall.	5145 9999	20 TU
	Apply conservation wax.	5101 7501	See SRT with associated operations
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	0121 0002	10 TU
	Road test after the service procedure	0121 0004	10 TU
Claim Comment:	As per TSB #2060609/1		

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.



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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
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
D 330KD2A1 Or D 321M16M2	 Cavity Preservative	01

Additional Information

All parts and service references provided in this TSB (2060609) are subject to change and/or removal.

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