



Technical Service Bulletin

50 Water ingress into the longitudinal member and footwell

50 20 02 2060335/2 November 10, 2020. Supersedes Technical Service Bulletin Group 50 number 20-00 dated August 4, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A6 Avant, A6 allroad, and A7	2019 - 2021	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Add alternative sealant) Revised <i>Required Parts and Tools</i> (Add alternative sealant)
1	08/04/2020	Initial publication

Customer states:

- Water is in the footwell area.
- The customer may experience malfunctions of various infotainment features or see various error messages in the instrument cluster.

Workshop findings:

- Water is discovered under the carpet. The error messages are confirmed.
- Electrical connectors may show signs of corrosion.



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Technical Background

1. The cause for the water ingress is due to incorrect bonding of the sound absorber inside of the longitudinal member (Figure 1).



Figure 1. The exact location of the water intrusion.



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- ETKA drawing (803-000) shows the location of the sound absorber inside the longitudinal member (Figure 2).

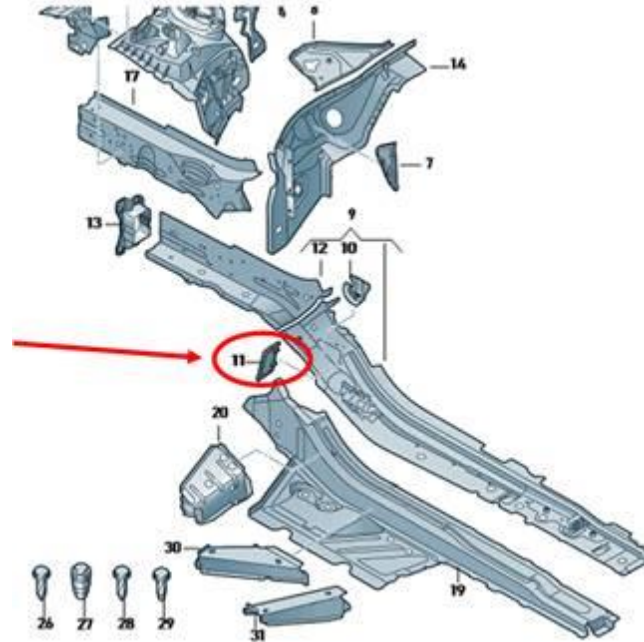


Figure 2. ETKA drawing (803-000) showing the location of the sound absorber.

- Remove any necessary underbody covers to gain access to the longitudinal member plugs (Figure 3).

To check the water ingress in the footwell, remove plug 1 and 5 on the longitudinal member's lower right and left.

If there is a water leak from the lower longitudinal member after removing the plugs, this sealing measure is to be performed on the affected side. Check this on both sides. Repair both sides if necessary.

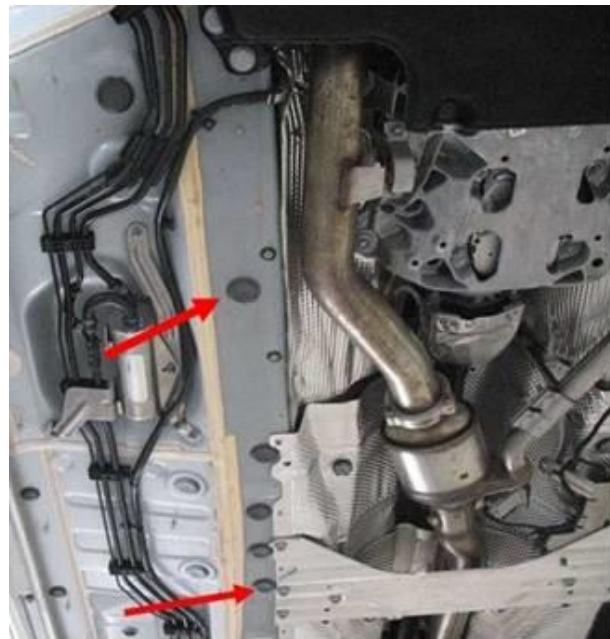


Figure 3. Plugs in the longitudinal member.



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4. Figure 4 shows the areas on the inside of the cabin floor where water intrusion is likely. See arrows 1, 2, and 3.

Check the electrical connectors under the floor covering for corrosion. If corrosion is found these are to be repaired according to the Elsa repair manual.

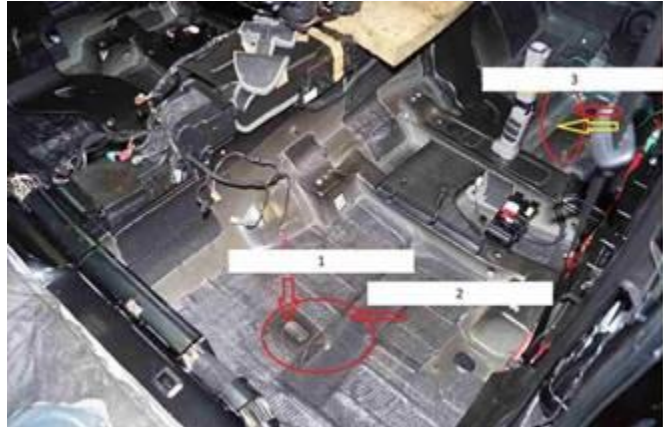


Figure 4. Areas where water enters the cabin.

5. If the water intrusion is found in the interior after lifting the floor covering, the floor covering is to be propped up and the interior thoroughly dried.

Production Solution

Not applicable.

Service



Note:

Only perform the following repair if water intrusion is confirmed as coming from the sound absorber in the longitudinal member. The following repair will only correct this root cause. If the water intrusion is confirmed but the longitudinal members are not at issue, continue diagnosis outside the scope and instruction provided in this TSB.



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1. Remove front wheel housing liner from the affected side of the vehicle. Remove the plug indicated by the red arrow. This is the opening where the sealer will be applied. The opening indicated by the yellow arrow is the opening that will be used to inspect the area with a borescope (Figure 5).



Figure 5. Point of entry for the borescope.

2. ETKA drawing (803-000) shows the location of the openings in the wheelhouse where the borescope is to be inserted and where the repair is performed (Figure 6).

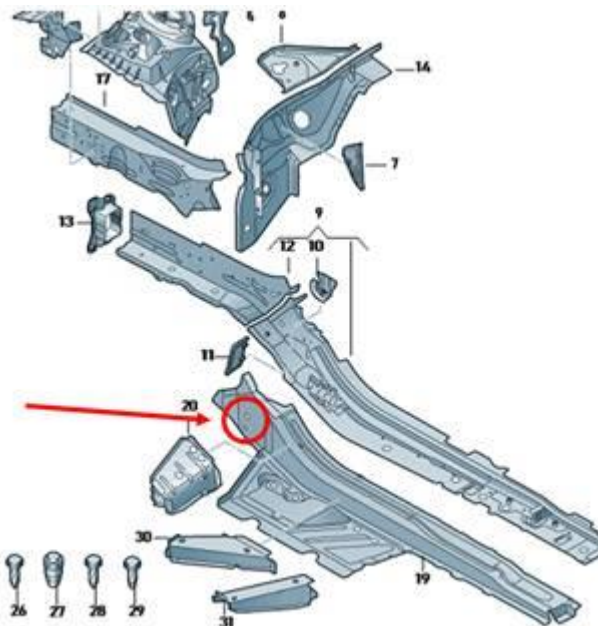


Figure 6. ETKA drawing (803-000) showing the location of the openings in the wheelhouse.



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3. The sound absorber is to be completely sealed in the longitudinal member with 1k adhesive sealant D 511 500 A2 (or alternatively Loctite 5510) (Figure 7).



Figure 7. Sound absorber to be completely sealed off.

4. Inject 1k adhesive sealant D 511 500 A2 (or alternatively Loctite 5510) using the VAG1628 (or equivalent) through the opening shown in Figure 6 onto the sound absorber (Figure 8).



Figure 8. Sealant application.



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5. Apply an amount of sealer sufficient to cover the surface and perimeter of the sound absorber (Figure 9).



Figure 9. Applying sealer.



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6. Spread the sealer using your gloved finger (Figure 10).



Figure 10. Distributing sealer over the web plate.



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7. Alternatively, a brush can be fashioned to distribute the sealer as shown in Figure 11. If this is the method chosen, ensure that no brush fragments are left inside the longitudinal member.

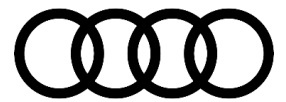


Figure 11. Modified brush.

8. Insert a borescope to confirm visually complete sealer coverage. The borescope can be inserted in the hole indicated with a yellow arrow (Figure 12).



Figure 12. The yellow arrow indicates the opening where the borescope will be inserted to inspect the completeness of the sealant application.



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9. Figure 13 illustrates a completed seal over the sound absorber as viewed with the borescope.



Figure 13. *Sealer is completely applied and distributed.*

10. After the sealing procedure is completed and the sealer has fully cured, coat the inside of the longitudinal member with cavity preservative D 330 KD2 A1 through the opening shown (Figure 14).



Figure 14. *Conservation wax application.*



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11. After cavity conservation is carried out, the removed plugs 1 and 5 on right and left are to be replaced with plugs 8K0 805 267 with an integrated drain (Figure 15).



Figure 15. New longitudinal member plugs with integrated drain.

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:	5079		
Damage Code:	0010		
Labor Operations:	Repair longitudinal member – one side:		
	Wheel remove and reinstall	4405 1900	See SRT with associated operations
	Front-wheel housing liner remove and reinstall	6616 1900	See SRT with associated operations
	Gain access to longitudinal member opening, remove plugs, and reseal sound absorber	5079 9999	30 TU
	Front floor covering loosen – 1 side. Dry interior.	7041 9999	120 TU



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	Repair longitudinal member – both sides:		
	Remove and install 2 wheels	4405 2000	See SRT with associated operations
	Front-wheel housing liners remove and reinstall	6616 2000	See SRT with associated operations
	Gain access to both the right and left longitudinal member openings, remove plugs and reseal sound absorbers – both sides	5079 9999	50 TU
	Body cavity conserved	5101 7501	See SRT with associated operations
	Front floor covering loosens – both sides. Dry interior.	7041 9999	210 TU
	In all cases:		
	Inspect electrical connectors and wiring for damage and repair as necessary	9709 41XX (Use the appropriate labor operation corresponding with the number of wires repaired)	See SRT with associated operations
Diagnostic Time:	GFF or (when applicable) GFF – Checking and clearing fault codes included in existing labor operations	0150 0000	Time stated on the diagnostic protocol (Max 50 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2060335/2		



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


The part numbers mentioned in this TSB are different than the ones listed in ETKA. Only use parts listed in this TSB, this includes superseding part numbers!

Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
D 330KD2A1 Or alternatively: D 321M16M2	 Cavity Preservative	01
D 511500A2 Or alternatively: Loctite 5510	 1k Adhesive Sealant	01




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1K0899183		02
	Plug	
8K0805267		04
	Drain Tube Grommet	

Tool Number	Tool Description
VAG1628 (or equivalent)	 VAG1628 Cartridge Gun
VAS 6748 B (or equivalent)	 Borescope



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VAS 1978A	 <p>VAS 1978A Wiring Harness Repair Set</p>
VAS 6160/VAS 6150 (Windows 10 with the current version of ODIS)	ODIS Service with VAS tester

Additional Information

All parts and service references provided in this TSB (2060335) are subject to change and/or removal.

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