



Technical Service Bulletin

51 Water sloshing sound is heard while driving

51 20 17 2061645/1 December 10, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, SQ5	2019 - 2021	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.

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 underbody trim. Then remove the outer body plugs indicated by the green arrows (Figure 1).



Figure 1. Body plugs in the outer floor to be removed.



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2. Plugs 3 and 4 on the outer side member from the front of the vehicle are to be removed (Figure 2).

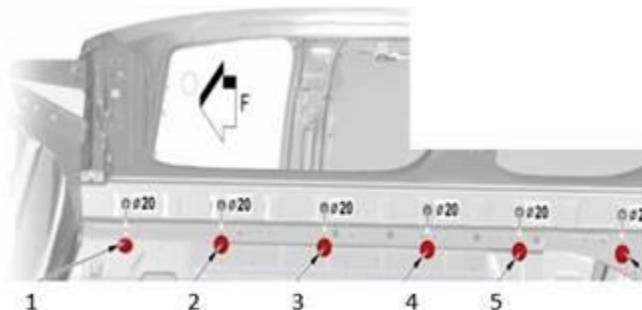


Figure 2. Outer side member body plugs number 3 and 4 from the front of the vehicle.

3. To check for the presence of water that may already have entered the sill chamber remove the inner side member body plugs indicated by the red arrows (Figure 3).



Figure 3. Inner side member body plugs in inner floor area to be removed.

4. The inner side member body plugs 2 and 3 (Figure 4) from the front of the vehicle are to be removed just long enough to drain any accumulated water from the sill chambers. Reinstall after draining.

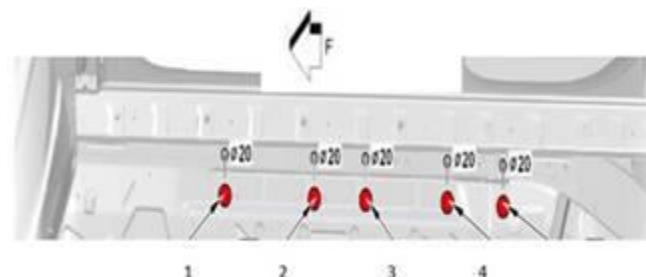


Figure 4. Inner body plugs number 2 and 3 from the front of the vehicle.



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5. Body plug number 3 on the outer side member is to be replaced with body plug part number 8W0 899 188 (Figure 5). This plug incorporates a water drain to prevent water accumulation.

Reinstall the original body plug number 4.

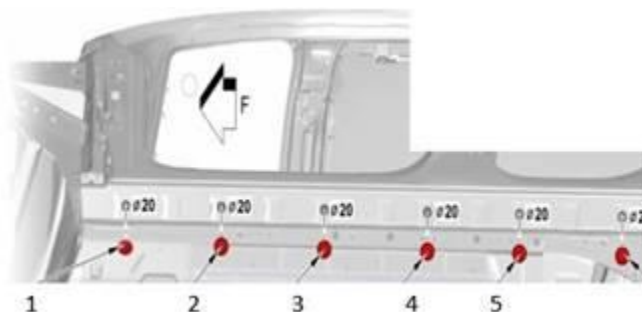


Figure 5. Plug number 3 of the outer side member to be replaced.

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:	Front cover plate remove and reinstall – Both sides	5193 2000	See SRT with associated operations
	Inner side member plugs remove and reinstall	5145 9999	10 TU
Diagnostic Time:	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
Claim Comment:	As per TSB #2061645/1		

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
8W0899188	Water drain valve	02

Additional Information

All parts and service references provided in this TSB (2061645) are subject to change and/or removal.

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