



Technical Service Bulletin

51 Water intrusion into the front footwells

51 21 20 2062553/1 March 15, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2019	000001 - 071750	Not Applicable

Condition

Customer states:

- Water is discovered in the front footwell area.

Workshop findings:

- Water is found to have entered through the pass-through in the bulkhead for the HVAC unit.

Technical Background

The sealing between the adjacent metal panels that comprise the bulkhead was found to be insufficient. As a result, water can enter between these panels, migrate down to the pass-through for the HVAC unit and enter the cabin settling in the front footwell area.

Production Solution

The sealing process has been corrected in production.



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Service

1. If evidence of water in the footwell area is confirmed leave the front carpet pulled away from the bulkhead, then gain visual access to the HVAC pass-through inside the cabin and run water on the bulkhead sheet metal outside the vehicle in an attempt to duplicate the water leak in this area (Figure 1). If the water leak cannot be duplicated under these conditions be aware that this may not be the root cause of the leak and/or there may be an additional area of water intrusion not covered in this TSB. Diagnose accordingly.

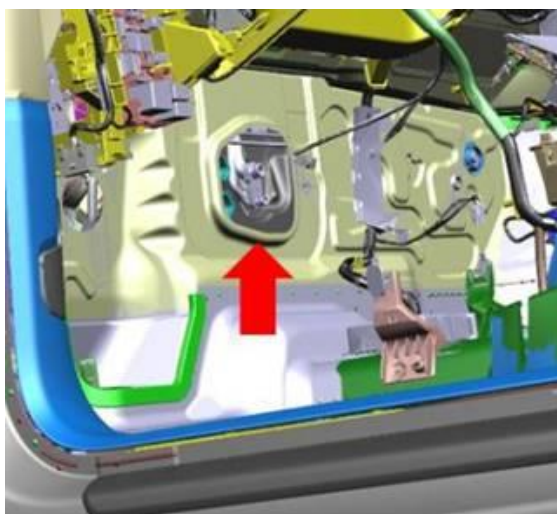


Figure 1. Water entry point (pass-through shown with seal removed).

2. If, when moving the carpet away from the bulkhead for inspection, you find the carpeting to be wet leave the carpet elevated to dry. Depending on the severity of the water intrusion inspect any electrical connections that are exposed to the water and repair as necessary.
3. Figure 2 shows the HVAC unit bulkhead pass-through from the engine compartment with the seal installed.

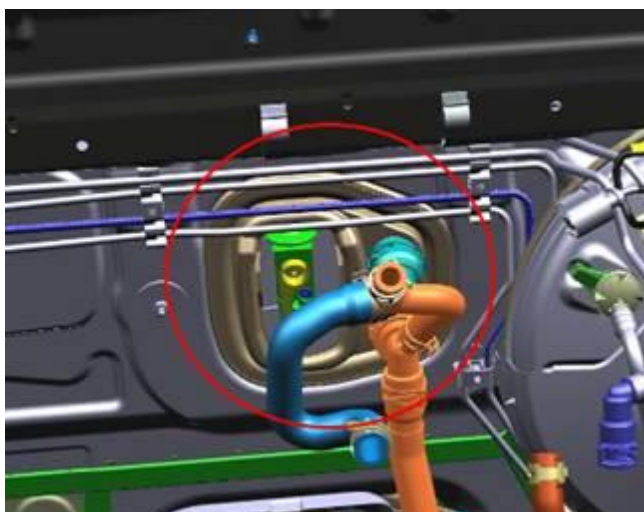


Figure 2. HVAC unit bulkhead pass-through.



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4. Remove the plenum chamber cover. Remove the plenum chamber bulkhead (Figure 3).

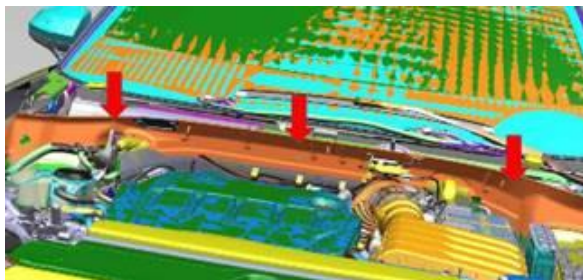


Figure 3. Plenum chamber bulkhead.

5. Figure 4 shows the water entry point at the top of the plenum chamber bulkhead and the water exit at the bottom.

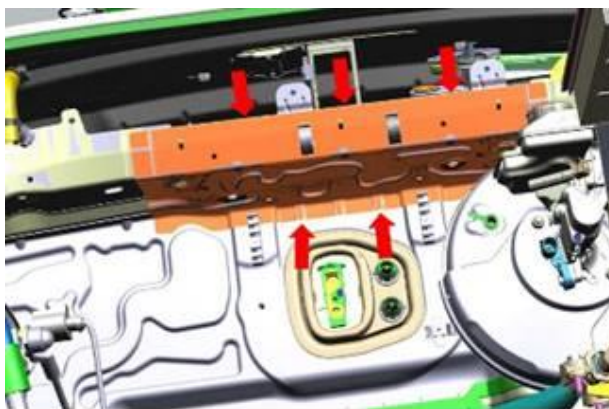


Figure 4. Water entry and exit areas of the plenum chamber bulkhead.

6. Figure 5 shows a side view of the water entry and exit points of the plenum chamber bulkhead.

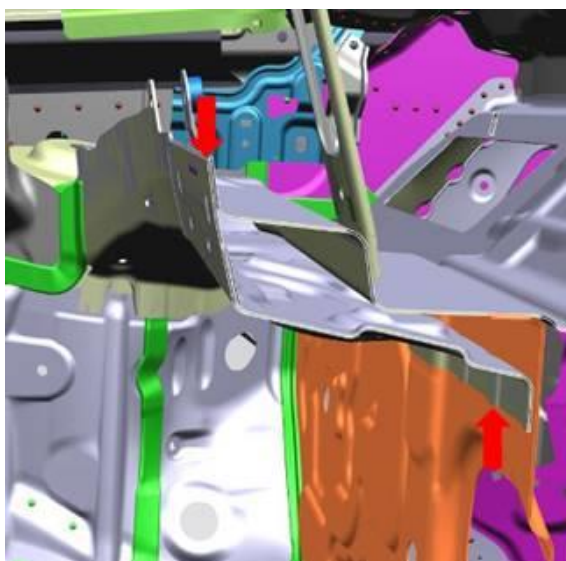


Figure 5. Side view of the water entry and exit areas of the plenum chamber bulkhead.



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7. The red arrows in Figure 6 show the area of the plenum chamber bulkhead where body sealant will need to be applied. Clean this area with D 009 401 04 All Purpose cleaner or isopropyl alcohol.

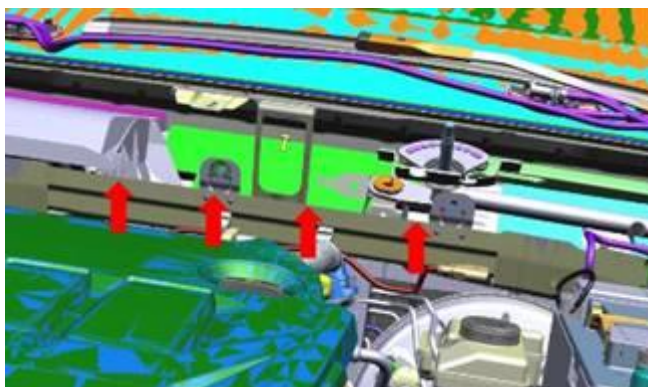


Figure 6. Body sealant application area of the plenum chamber bulkhead.

8. To the area shown in Figure 7 apply 1k adhesive sealant D 511 500 A2 or either of the following alternative products:

- 08689 3M™ Urethane Seam Sealer – White.

Or

- 08694 3M™ Urethane Seam Sealer – Black.

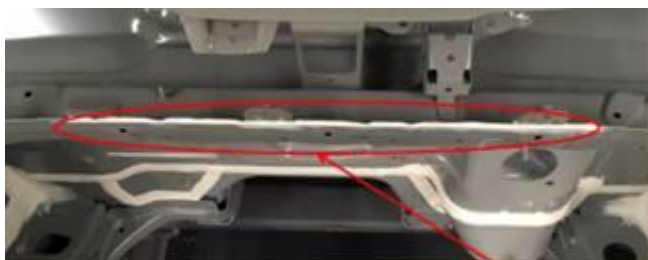


Figure 7. Sealant applied.

9. Ensure that there are no bubbles in the applied sealant. Work the sealant into the seam (yellow arrows) if necessary to achieve a water-tight seal (Figure 8, area circled red).

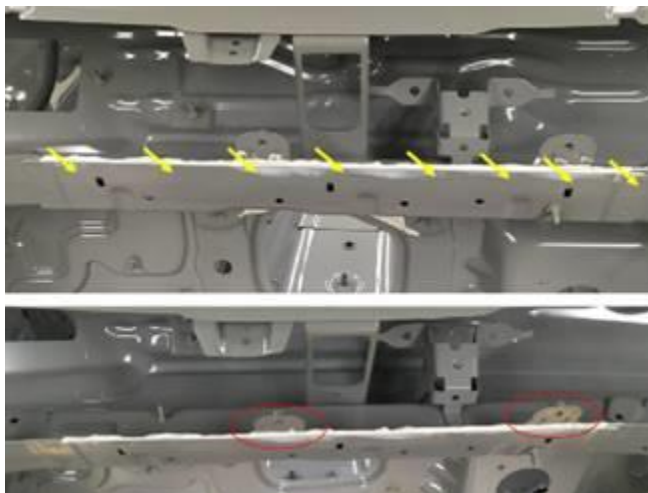


Figure 8. Sealant properly applied.

10. Seal the cavity area using D 321 M16 M2 Anti Corrosion Wax using a VAG 1379 spray gun (or alternative generic sprayer), a VAG 1538 suction feed spray gun (or alternative generic sprayer) or 08852 3M™ Cavity



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Wax (available from the Top Service Supplies and Touch Up Paint e-store). Reassemble any removed components.

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:	5158		
Damage Code:	0050		
Labor Operations:	Crossmember remove and reinstall	5034 1900	See SRT with associated operations
	Front floor covering remove and reinstall	7041 1950	See SRT with associated operations
	Floor insulation remove and reinstall	7045 9999	70 TU
	Modify plenum chamber	5158 9999	20 TU
	Body seal coat cavity – One body part	5101 7501	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 10 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 #2062553/1		

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 009 401 04 All Purpose cleaner Or Isopropyl alcohol	 All Purpose cleaner	0.5
D 511 500 A2 or either of the following alternative products: 08689 3M™ Urethane Seam Sealer – White Or	1K adhesive sealant	0.2





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08694 3M™
Urethane Seam
Sealer – Black





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D 321 M16 M2		0.3
<p>Or the following alternative product available from the Top Service Supplies and Touch Up Paint e-store:</p> <p>08852 3M™ Cavity Wax</p>		

Tool Number	Tool Description
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VAG 1379 (or alternative generic sprayer)	 Spray Gun
VAG 1538 (or alternative generic sprayer)	 Suction Feed Spray Gun

Additional Information

All parts and service references provided in this TSB (2062553) are subject to change and/or removal.

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