

Noise From Air Conditioner Housing (Humming)

Topic number	LI83.40-P-071168
Version	3
Function group	83.40 - Air conditioning (automatic)
Date	3/30/21
Validity	BR167 with automatic air conditioning code 580/581
Reason for change	Series production parts available

Complaint

In some operating statuses, a low-frequency (approx. 140 Hz) humming noise may be heard in the air conditioner housing.

Cause

The air flow is causing the seals of the flaps in the air distributor housing to vibrate.

Remedy

The air distribution box must be replaced.

New air conditioner housings with modified flap seals are available as series production parts. These have a manufacturing date of 24 November 2020 or later (American notation on label - MM/DD/YYYY). The components have a modified flap seal and prevent the rear flaps from humming.

If the issue concerns a different noise complaint, create a PTSS case with the following information:

- Photo of the label of the air conditioner housing (located behind the glove compartment). When doing so, make sure that the hose for the glove compartment cooling is correctly attached.
- Video of the noise complaint, description of the A/C settings for the first and second seat rows when the noise occurs (selected manual/automatic fan setting, flap setting, temperatures). If possible, record the flap settings from XENTRY at the point the problem occurs.

Symptoms
Body > Air conditioning > Air conditioning > Noise

Parts						
Part number	ES1	ES2	Designation	Quantity	Note	EPC
A1678308803			Distributor housing, air distributor		Code 580	X
A1678308903			Distributor housing, air distributor		Code 581	X

XENTRY TIPS

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note