



Technical Service Bulletin

87 Noise from the air conditioning compressor when the AC is active

87 21 14 2063467/1 May 28, 2021.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|-----------------------|-------------|-----------|----------------------------|
| Audi e-tron quattro | 2019 - 2021 | All | Not Applicable |
| Audi e-tron Sportback | 2020 - 2021 | All | Not Applicable |

Condition

Customer states:

- The customer describes a noise heard in the cabin when the air conditioning system is active particularly when the air conditioning compressor is running. When the air conditioning system is turned off the noise is eliminated.

Workshop findings:

- This symptom is easily reproduced. Further, the source of the noise is confirmed as not emanating from inside the cabin.

Technical Background

The source of this noise may be due to direct contact between the two refrigerant lines (Figure 1). When the air conditioning compressor is operating the noise created by the vibration is transferred from this point of contact and into the cabin.

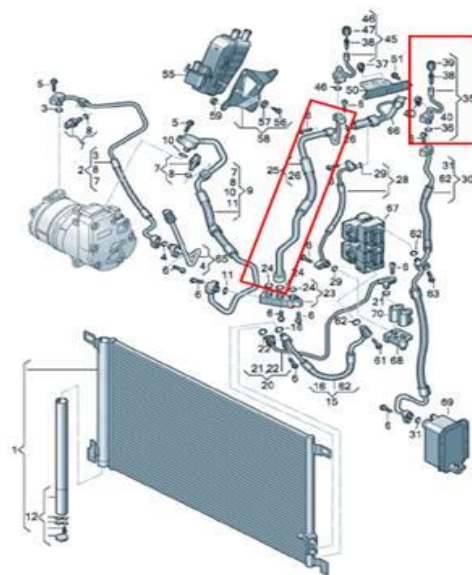


Figure 1. The refrigerant lines are making contact.



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Production Solution

Not applicable.

Service

1. Figure 2 shows the refrigerant lines are close enough to make contact to elicit the noise.



Figure 2. The refrigerant lines are making contact.



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2. Figure 3 shows a close-up view of the point of contact.



Figure 3. Point of contact.



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3. These refrigerant lines must be separated and, if necessary, retained in a separated state using a hose holder, clip, or tie-wrap (Figure 4).



Figure 4. The area in the motor bay where contacting lines are located.



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4. Figure 5 shows properly separated refrigerant lines.



Figure 5. The refrigerant lines have been separated.

Warranty

| | | | |
|--------------------------|---|-----------|------------------------------------|
| Claim Type: | <ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only. | | |
| Service Number: | 8744 | | |
| Damage Code: | 0020 | | |
| Labor Operations: | Front storage compartment remove and reinstall | 7007 1900 | See SRT with associated operations |
| | Separate contacting refrigerant lines and secure if necessary | 8744 9999 | 20 TU |



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| | | | |
|-------------------------|--|--------------|------|
| 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 #2063467/1 | | |

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.

Additional Information

All part and service references provided in this TSB (2063467) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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