



Technical Service Bulletin

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

87 22 26 2063467/3 April 20, 2022. Supersedes Technical Service Bulletin Group 87 number 22-20 dated March 21, 2022 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron quattro	2019 – 2022	All	Not Applicable
e-tron Sportback quattro	2020 – 2022		

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Technical Background</i> (Additional problem location added) Revised <i>Service</i> (Additional inspection areas added) Revised <i>Warranty</i> (Correction of labor operation number)
2	03/21/2022	Revised header (Add Model Year 2022)
1	05/29/2021	Initial publication

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



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The source of this noise may be due to direct contact between adjacent refrigerant lines (Figure 1) or between a refrigerant line and the Bowden cable clip for the front hood release in the front motor compartment (Figure 2). When the air conditioning compressor is operating the noise created by the vibration is transferred from this point of contact and into the cabin.

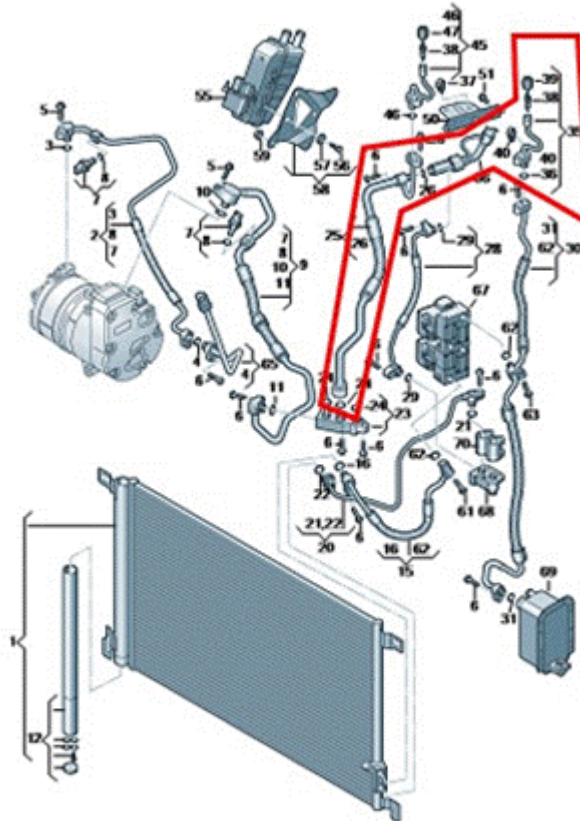


Figure 1. The refrigerant lines possibly make contact.



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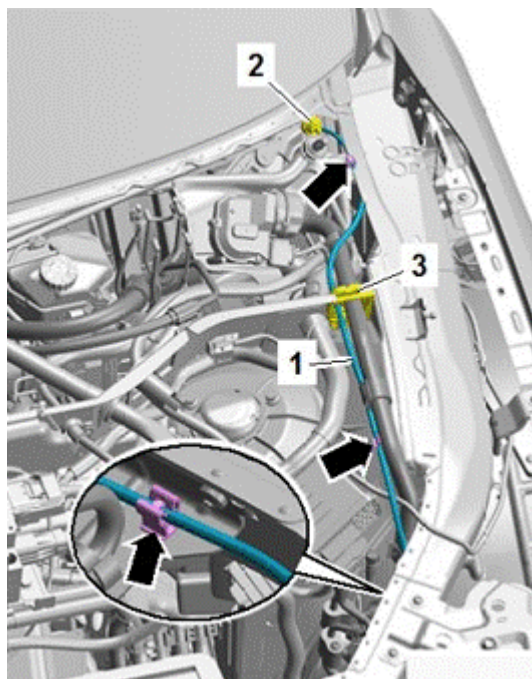


Figure 2. Location of the Bowden cable clip for the front hood release.

Production Solution

Not applicable.

Service



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1. Figure 3 shows refrigerant lines close enough to make contact and elicit vibration transfer and noise.



Figure 3. The refrigerant lines are making contact.



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2. Figure 4 shows a close-up view of the point of contact.



Figure 4. Point of contact.



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3. These refrigerant lines must be separated and, if necessary, retained in a separated position using a hose holder, clip, or tie-wrap (Figure 5).



Figure 5. The area in the motor bay where contacting lines are located.



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4. Figure 6 shows properly separated refrigerant lines.



Figure 6. Refrigerant lines retained in a separated position.



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5. An additional point of contact may be found between the refrigerant line containing the service port and the clip that retains the Bowden cable for the front hood release. If contact is found here these components must be separated and secured in a separated position. The retaining clip for the refrigerant line allows the line to slide within it. This is to be considered when securing the line away from the clip for the Bowden cable.

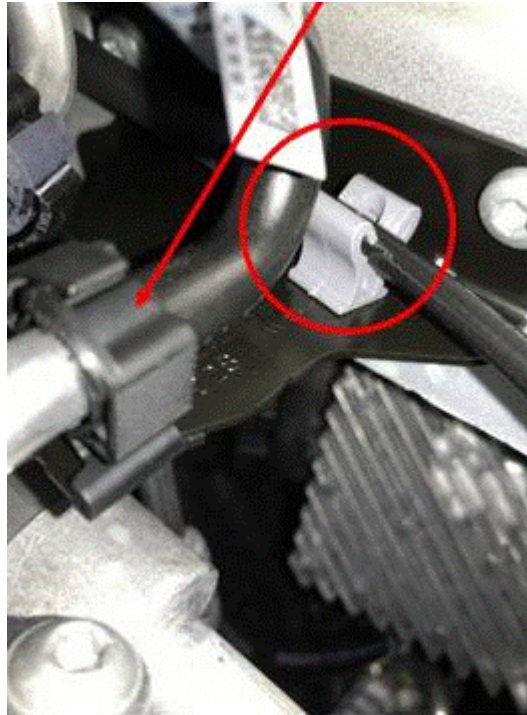
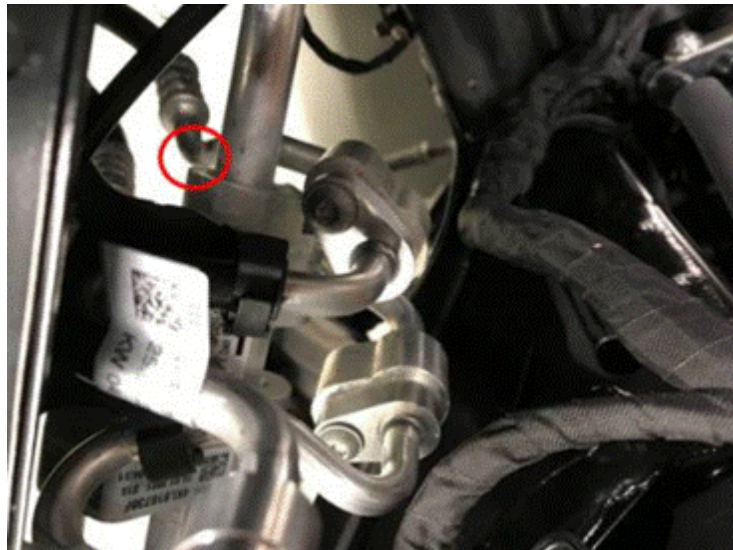


Figure 7. Point of contact between refrigerant line and Bowden cable clip.

6. Figure 8 shows an additional point of contact possible at the coaxial refrigerant line where it crosses the refrigerant line containing the service port. Again, separate and secure these lines in a separated position.





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Figure 8. Point of contact between coaxial refrigerant line and the refrigerant line containing the service port.

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 1399	20 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 2063467/3		

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



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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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