



87-18-12 - HVAC, Unpleasant Odor

Release date: 5/18/2022

Condition

Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
All (except Routan)	2000-2023	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2005566/27	5/18/22	87-18-12	Update to model year applicability.
2005566/26	5/18/21	87-18-12	To modify metadata.
2005566/1	10/23/1997	V879701	Original publication.

Unpleasant odor is coming from Heating and Ventilation system. Odor mainly occurs after vehicle has been sitting (unused) at least 5 hours and within 20 to 60 seconds after vehicle is first started.

**Note:**

This Bulletin may only be applied as “one time only” for vehicles with the complaint and within 12 months of the original vehicle in-service date as stated in the Warranty Policy. (See section 1.3 General Guidelines/ Start of warranty period)

Any future complaints will be at the expense of the customer.



Technical Background

Condensation, which is a normal condition in all A/C systems, can cause a musty odor. If the odor is noticeable in the vehicle when the engine is not turned on, the cause may be mold and mildew in the passenger compartment, and not be related to the A/C system. All other possible sources of the odor must be investigated before this bulletin can be performed. Before proceeding, consider the following:

- The evaporator housing drain must be open and free of debris.
- The cabin must be sealed with no water ingress into the passenger compartment.
- The plenum drains must be clear and free of debris.
- The pollen filter must be clean and free of moisture



Note:

The condition of the evaporator is a normal characteristic caused by outside influence via environmental conditions. This procedure is not to be claimed under factory warranty and only to be claimed under 1SP within the first 12 months of the original in service date for customer satisfaction purposes only.

Production Solution

Not applicable.

Service

Contaminants are effectively neutralized using the AIRCOMATIC™ II Ultrasonic Climate System Cleaner (VAS 6189A) or AIRCOMATIC™ III Ultrasonic Climate System Cleaner (VAS 6189B) and AIRCO-CLEAN™ Ultrasonic HVAC Treatment (30208). **All other cleaning methods are no longer permitted.**

There must be an original customer complaint of specified odor symptom on repair order for this Technical Bulletin to apply. **Adding this procedure on to another procedure is not permitted.**



Tip

If vehicle is a Touareg or Phaeton with 4 zone climate control, the rear A/C unit is to be treated as well. Repeat procedure for rear A/C unit.

Cleaning the Air Conditioning System:



Tip

- No one must be in the passenger compartment.
- Observe the instructions on the cleaner and the cleaning fluid
- The vehicle must not be exposed to the sun
- Remove the pollen filter in the passenger compartment (if equipped)



87-18-12 - HVAC, Unpleasant Odor

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1. The vehicle should be cool, if necessary cool it down with the air conditioning to about 72°F
2. Dry the evaporator by running the ventilation (air conditioning "OFF") at the highest blower level for about 30 minutes.
3. Remove the activated carbon filter or pollen filter according to the repair manual. Close the cover on the AC duct without filter.
4. Open all vents, align them to the passenger compartment and select them with the control panel.
5. Leave the air conditioning switched off. Set the fan speed to level 1 and switch on the recirculation so air is not brought into the vehicle. Run the engine during the complete cleaning process or switch on the ignition and connect a battery charger.
6. Remove the neck (long black pipe) of air conditioning cleaner VAS 6189A / VAS 6189B and fill with a bottle of cleaning fluid part number 30208 (observe instructions on bottle).



7. Place the air conditioning cleaner on the floor underneath the passenger glove box and point the neck towards the front of vehicle (see illustration).



8. Route the cable of cleaner through the side window to the outside. Close the side window and connect the power cable. A self-test starts; when a green arrow lights up the unit is operational.





87-18-12 - HVAC, Unpleasant Odor

Release date: 5/18/2022

9. Start the cleaner (VAS 6189A / VAS 6189B), the warning light "Cleaning" comes on. Close all doors and windows.



10. After about 15 minutes the cleaner switches itself off automatically.
11. Open all windows and doors.
12. Continue to run the ventilation for another 10 minutes.
13. Remove the machine from the vehicle.
14. Install new activated carbon filter or pollen filter.
15. Switch on the air conditioning and run in recirculation air mode until condensed water is discharged under the vehicle.



Tip

By leaving the controller in recirculation, this allows cleaning agent to be flushed from the ventilation duct work.



Warranty

**Note:**

This Bulletin may only be applied as “one time only” for vehicles with the complaint and within 12 months of the original vehicle in-service date as stated in the Warranty Policy. (See section 1.3 General Guidelines/ Start of warranty period)

Any future complaints will be at the expense of the customer.

This is not to be claimed under factory warranty and only to be claimed under 1SP within the first 12 months of the original in service date for customer satisfaction purposes only.

This procedure will be allowed only once per vehicle within the first 12 months of service and within the limits of the New Vehicle Warranty

- There must be an original customer complaint of the specified odor symptom on the repair order for this technical service bulletin to apply. Adding on to this procedure is not permitted.
- Subsequent applications should they be necessary will customer's responsibility.

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾

Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
All (except Routan)	2000-2023	All	All	All	All
SAGA Coding					
Claim Type:	1SP ¹⁾				
Service Number:	Damage Code		HST	Damage Location	
8760	0049		--	--	
Parts Manufacturer				444	
Labor Operation ²⁾ : 4 Zone Climate Control			87603099 Maximum A-time = 135 TU		
Labor Operation ²⁾ : 1 or 2 Zone Climate Control			87602999 Maximum A-time = 70 TU		
Labor Operation ²⁾ : Pollen Filter Replacement (if equipped)			See Elsa		



Technical Service Bulletin

Transaction No: 2005566/27

87-18-12 - HVAC, Unpleasant Odor

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Causal Part:		Select Labor Operation 8760XXXX
Outside Material: A/C Treatment (maximum Sublet amount) :	Part No: 30208	Per 1 Bottle = \$20.99 Per 2 Bottles = \$41.98
Diagnostic Time ³⁾		
GFF Time expenditure	01500000 = 00 TU max.	NO
Road Test	01210002 = 00 TU	NO
	01210004 = 00 TU	
Technical Diagnosis	01320000 = 00 TU max.	NO
Claim Comment: Input "As per Technical Bulletin 2005566" in comment section of Warranty Claim.		
<p>¹⁾ Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only. ²⁾ Labor Time Units (TUs) are subject to change with ELSA updates. ³⁾ Documentation required per Warranty Policy Procedures Manual.</p>		

Required Parts and Tools

Part Description	Part No:	Quantity
Air Conditioning Treatment	30208*	1 bottle (1 or 2 Zone Climate Control). 2 bottles (4 Zone Climate Control)
Pollen Filter	See ETKA	1

*AIRCO-CLEAN™ Ultrasonic HVAC Treatment available by the case (Qty. 12 - 100ml bottles), part number VAS6189/1.

Tool Description	Tool No:
AIRCOMATIC™ II Ultrasonic HVAC Cleaning System	VAS 6189A
AIRCOMATIC™ III Ultrasonic HVAC Cleaning System	VAS 6189B



87-18-12 - HVAC, Unpleasant Odor

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Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.