

# Technical Service Bulletin



## 85 Unpleasant odor is coming from the heating and ventilation system

85 23 25 2069903/1 April 5, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, S3, and RS 3	2022 – 2023	All	Not Applicable

## Condition

There is an unpleasant, musty odor coming from the heating and ventilation system.

## Technical Background

Due to a structural issue with the heater, air conditioning, and air distribution housing moisture accumulates in the housing. The drainage and evaporation efficiency is insufficient to prevent this odor from occurring.

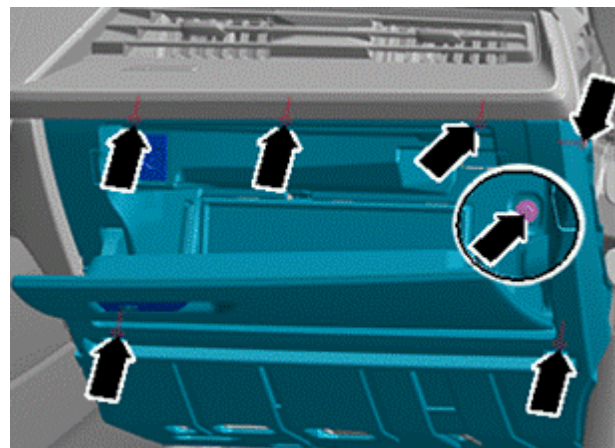
## Production Solution

An improved heater, air conditioning, and air distribution housing has been implemented in production.

## Service

The following inspections are necessary to determine evidence of water intrusion in the heater, air conditioning, and air distribution housing.

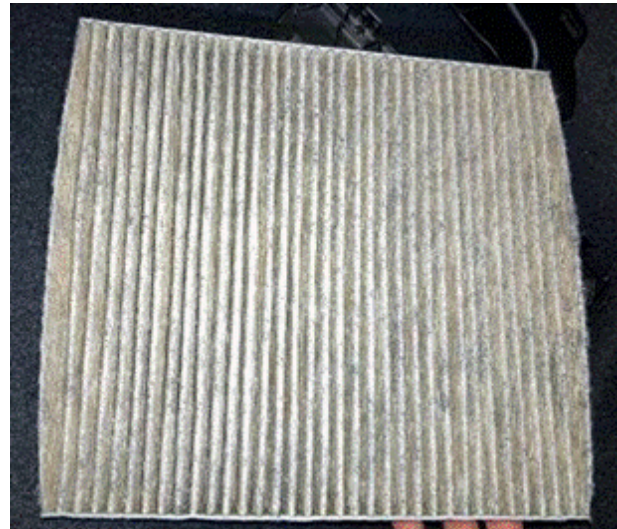
1. Remove and install the glove compartment.



*Figure 1. Glove compartment removal.*

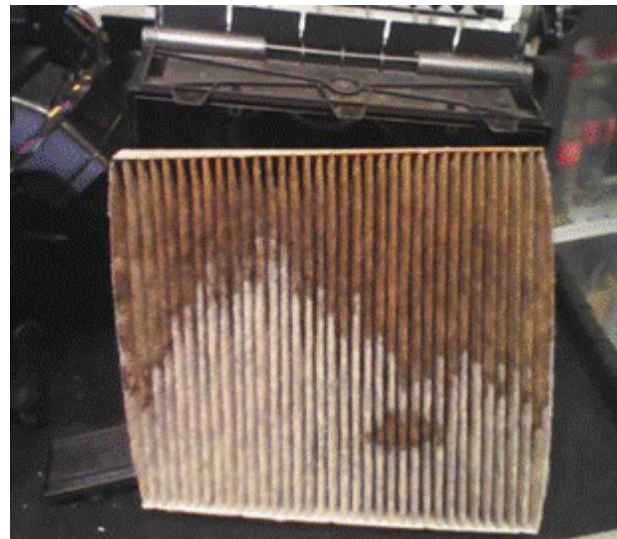


2. Remove the dust and pollen filter and inspect for water damage. Figure 2 shows a normal dust and pollen filter.



**Figure 2.** Dust and pollen filter with no water intrusion evidence.

3. Figure 3 shows a dust and pollen filter with evidence of water intrusion.



**Figure 3.** Dust and pollen filter with water contamination.

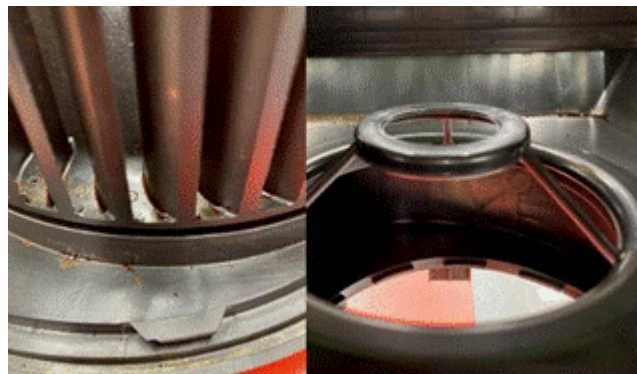


4. Remove the fresh air blower V2.

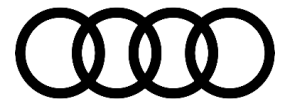


*Figure 4. Fresh air blower V2 removal.*

5. With the blower motor removed carefully inspect the inside of the fresh air blower housing for evidence of undrained water. Specifically, inspect the lowest point of the left section of the housing. The use of a Borescope may be necessary.



*Figure 5. Evidence of pooled and dried water on fresh air blower unit and blower housing.*

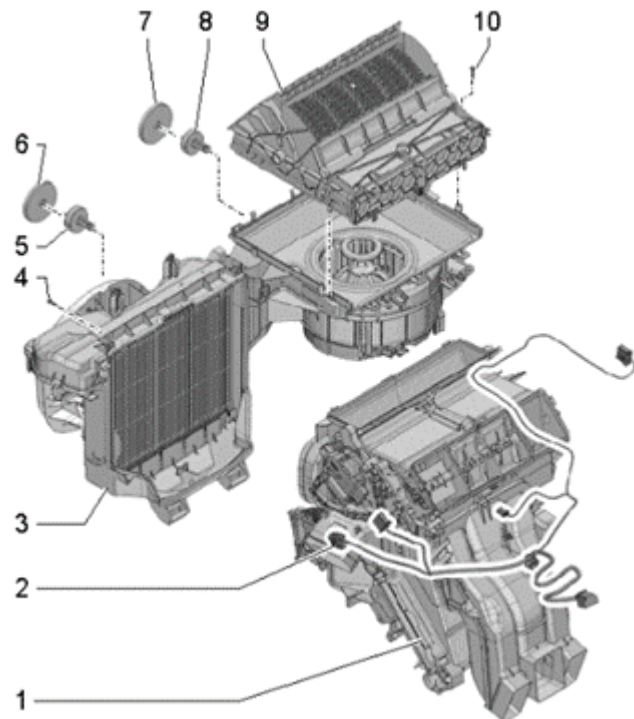


6. Figure 6 shows a series of Borescope views inside the heater, air conditioning, and air distribution housing. Evidence of undrained water can be seen.



**Figure 6.** Borescope images showing evidence of water intrusion into the fresh air blower housing.

7. Should evidence of water intrusion, undrained water staining or water contamination of the dust and pollen filter are discovered after these inspections have been completed replace the heater, air conditioning and air distribution housing assembly. The component parts include the air intake housing, evaporator housing, air distribution housing, dust and pollen filter and the fresh air blower V2.



**Figure 7.** Heater, air conditioning, and air distribution housing assembly.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 up to 48 Months/50,000 Miles.</li> <li>• G10 for CPO Covered Vehicles – Verify Owner.</li> </ul>
--------------------	---

# Technical Service Bulletin



	<ul style="list-style-type: none"> <li>If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	8515		
<b>Damage Code:</b>	0050		
<b>Labor Operations:</b>	<b>Heater, air conditioning and air distribution housing assembly inspection:</b>		
	Glove compartment remove and reinstall	6815 1900	See SRT with associated operations
	Dust and pollen filter remove and reinstall	8518 1999	10 TU
	Fresh air blower remove and reinstall	8530 1999	10 TU
	Heater, air conditioning and air distribution housing assembly – Inspect for water contamination	8515 0199	10 TU
	<b>If replacement of the heater, air conditioning and air distribution housing assembly is necessary:</b>		
	Heater, air conditioning and air distribution housing assembly - Remove and reinstall	8515 1950	See SRT with associated operations
	Heater, air conditioning and air distribution housing assembly - Replace	8515 5599	Punch time (not to exceed 100 TU)
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on the diagnostic protocol (Max 30 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB 2069903/1		

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.

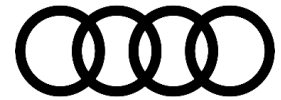


## Required Parts and Tools


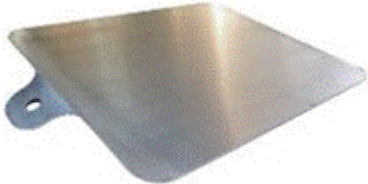
Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.

Part Number	Part Description	Quantity
5WB898304	 <p>Air Intake Duct</p>	1
5Q1820007D	 <p>Housing</p>	1
5QB820353A	 <p>Air Distribution Housing</p>	1
5Q0819669	 <p>Dust and Pollen Filter</p>	1

# Technical Service Bulletin



5WB819021A	 <p data-bbox="402 646 602 674">Fresh Air Blower</p>	1
------------	---	---

Tool Number	Tool Description
T40207	 <p data-bbox="516 1136 639 1163">Hook Tool</p>
T10532	 <p data-bbox="516 1440 821 1470">Blower Motor Cover Plate</p>

## Additional Information

All parts and service references provided in this TSB (**2069903**) are subject to change and/or removal.

©2023 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.