

# Technical Service Bulletin



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

87 23 44 2010146/18 June 14, 2023. Supersedes Technical Service Bulletin Group 87 number 22-25 dated April 16, 2022 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5, and S5	2008 – 2015 2018 – 2020	All	Not Applicable
A4 Avant	2009 - 2012		
A4	2009 – 2015 2017 – 2020		
Q5	2009 – 2015 2018 - 2020		
S4, A5 Cabriolet, S5 Cabriolet	2010 – 2015 2018 – 2020		
A4 allroad	2013 – 2015 2017 – 2020		
RS 5 Cabriolet, and Q5 Hybrid	2013 - 2015		
RS 5	2013 – 2015 2018 – 2019		
SQ5	2013 – 2015 2018 – 2020		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
18	-	Revised header (MY 2008 – 2015 and MY 2017 - 2020 applicable models only) Revised <i>Service</i> (Remove procedural references to models not addressed) Revised <i>Warranty</i> (Remove warranty table) Revised <i>Required Parts and Tools</i> (Remove treatment solution requirement for 2-evaporator cleaning)
17	04/17/2022	Revised header (Added model year 2023 and new model codes)



16	05/04/2021	Revised header (Added model year 2022 and new model codes) Revised <i>Warranty</i> (Remove test rides)
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## Customer states:

- There is an unpleasant, musty odor coming from the heating and ventilation system.
- The odor usually occurs when the vehicle has been sitting unused for five hours or more.
- The odor usually occurs within 20 to 60 seconds after the vehicle is started.

## 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.

## Production Solution

Not Applicable

## Service

Contaminants are effectively neutralized by the Aircomatic® II Ultrasonic Climate System Cleaner (VAS 6189A) and Airco-Clean® Ultrasonic Air Conditioning Treatment (VAS 6189/1). No other cleaning methods are permitted.

1. If the vehicle is equipped with an in-cabin pollen filter, remove the pollen filter element and reinstall its cover before proceeding.
2. Start the engine.
3. Adjust the following climate control settings (Figure 1):
  - Set the temperature to its lowest setting.
  - Set the fan speed to its lowest setting.
  - Set the airflow direction to the dash vents only.
  - Activate recirculation and ECON modes.



**Figure 1.** Climate control settings.



4. Thoroughly shake a 100ml bottle of treatment and empty it into the filling chamber (Figure 2).



**Figure 2.** Pouring the treatment into the filling chamber.

5. Connect the outlet tube (Figure 3).



**Figure 3.** The connected outlet tube.

6. Place the cleaning unit into the passenger side footwell, ensuring that the unit is as level as possible.
7. Connect the unit power cord, and route it through one of the windows, which should be slightly open (Figure 4). All other windows and the sunroof should be completely closed.



**Figure 4.** The window is slightly open so that the cord can pass through.

8. Turn the unit on and position the outlet tube so that the vapor is drawn into the recirculation air intake (generally in the passenger side footwell area; see appropriate repair information for exact location).
9. Close all doors. The atomized cleaning fluid will begin to come out of the vents. After 15-20 minutes, the treatment is complete and the machine stops automatically.
10. After the procedure, air the vehicle out for approximately ten minutes.
11. Check the Aircomatic® manual for instructions for unit maintenance after each use.


## Warranty


This TSB is informational only and not applicable to any 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
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
VAS 6189/1	Airco-Clean® Ultrasonic Air Conditioning Treatment (100ml bottle) 	1 bottle

Tool Number	Tool Description
VAS 6189B	 Aircomatic® II Ultrasonic Climate System Cleaning unit

## Additional Information

All parts and service references provided in this TSB (2010146) are subject to change and/or removal.

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