



Technical Service Bulletin

87 Air conditioning does not cool
87 23 57 2071619/1 October 9, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, and A4 allroad	2017 – 2018	All	Not Applicable
S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, and RS 5	2018		

Condition

Customer states:

The air conditioning system does not cool.

Workshop findings:

The symptom can be duplicated. The air conditioning compressor will not activate due to low refrigerant in the circuit. Various DTC's may be stored in 08 - Heating/Air Conditioning Electronics indicating a low refrigerant volume.

Technical Background

A refrigerant leak may be found at the air conditioning condenser, specifically where the cross tubes meet the collector tank. This is caused by a weakening of the brazed cross tube to collector connections.

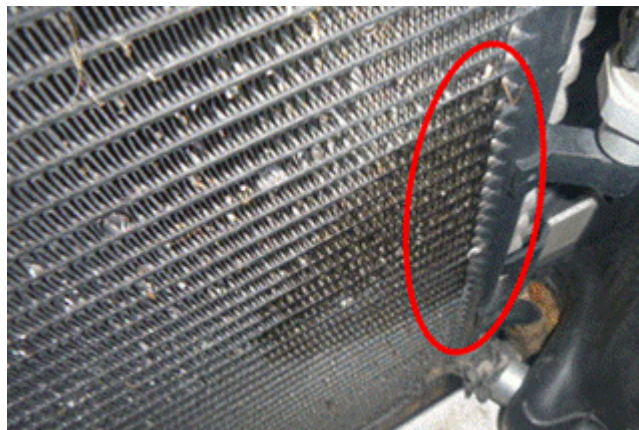


Figure 1. Evidence of a refrigerant leak at the condenser.



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Production Solution

The condenser construction has been improved in production.

Service

1. Perform a thorough refrigerant circuit leak diagnosis. The calibration gas method as described in ElsaPro or TSB 2064077 is preferred.

NOTICE

To avoid repeat repairs be aware that while the issue described in this TSB provides information on a specific point of refrigerant escape it is possible that the vehicle has additional refrigerant circuit leaks; the diagnosis and repair of which should be addressed as well according to the repair information in ElsaPro.

2. If contrast agent is used figure 2 shows dye residue in the area of the condenser at issue.



Figure 2. Evidence of a refrigerant leak at the condenser using contrast agent as the diagnostic medium.

3. Figure 3 shows evidence of refrigerant escape from the area of the condenser at issue as viewed using contrast agent illuminated with UV lighting.





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Figure 3. Evidence of a refrigerant leak at the condenser using contrast agent and UV lighting.

- Should the vehicle present with the condenser refrigerant leak as described in this TSB replace the air conditioning condenser.

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 of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	8750		
Damage Code:	0050		
Labor Operations:	Air conditioner check	8701 0199	Time necessary for diagnosis supported by punch time (Max 130 TU)
	Condenser remove and reinstall	8750 19XX	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 20 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 2071619/1		

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

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2064077: 87 Air conditioning refrigerant circuit diagnostic method using calibration gas



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All part and service references provided in this TSB (**2071619**) 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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