



# Technical Service Bulletin

## 92 Repairing corrugated hose for windshield washer system

92 23 37 2065963/2 October 2, 2023. Supersedes Technical Service Bulletin Group 92 number 22-28 dated February 8, 2022 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Vehicles	2019 – 2025	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Add Model Years 2023, 2024, Add new models Q8 e-tron, Q4 e-tron)
1	02/08/2022	Initial publication

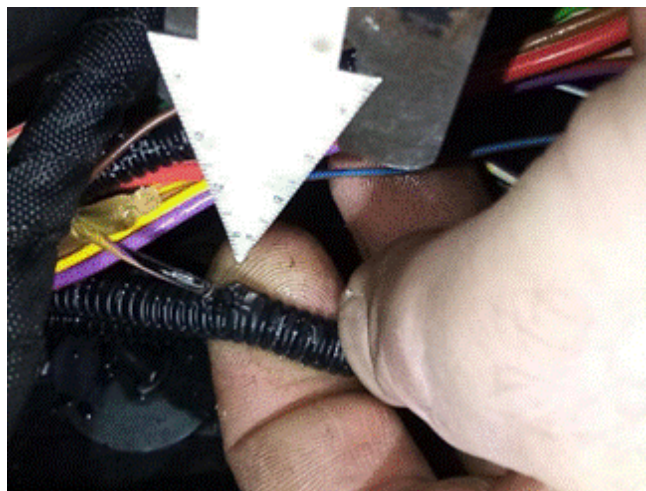
### Customer states:

The customer may describe one or more of the following symptoms:

- When the windshield washer system is operating the wash pressure is diminished.
- The carpeting inside the cabin is wet.
- There is an odor of windshield washer solvent inside the cabin.
- Various malfunctions relating to the electrical system are experienced.

## Technical Background

A windshield washer solvent leak has developed in the corrugated windshield washer hose inside the cabin, specifically the hose that is wrapped among the wiring harness bundle. See figures 1 and 2 for examples of the damage.

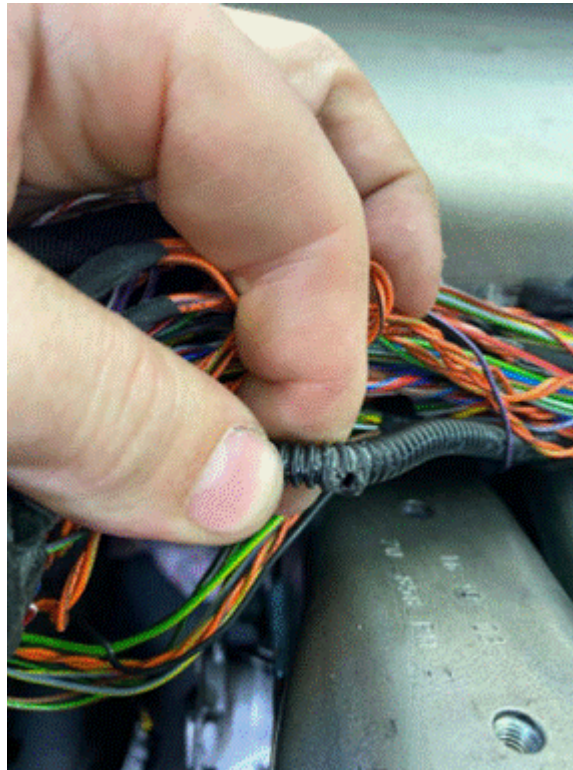




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**Figure 1.** Rupture in corrugated windshield washer hose accompanied by a wiring abrasion.



**Figure 2.** Ruptured corrugated windshield washer hose.

## Production Solution

This investigation is ongoing.

## Service

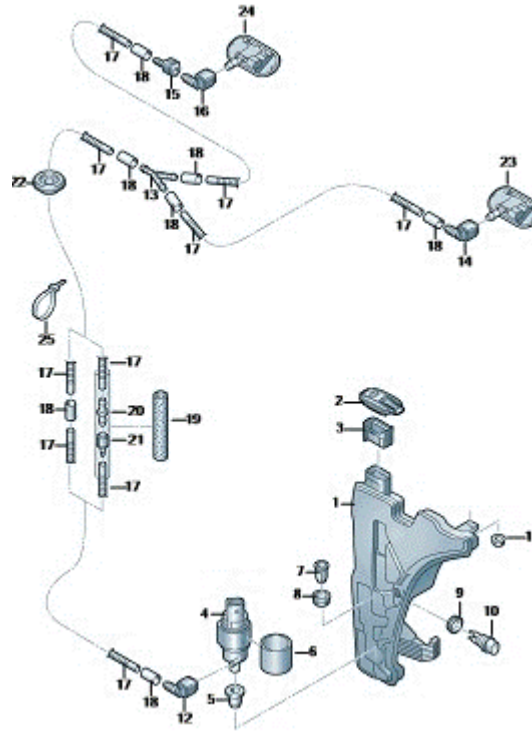
1. Before repair, additional information is required. Please take photos clearly showing the damage (at a distance and close-up) and post them to Doc-IT. After this documentation is posted remove a section of the corrugated washer hose that contains the damage 50 mm to each side of the damage. The removed section will then be 100 mm and contain the damaged area. This section will be requested for return to the WPRC to assist us in gathering additional information for the investigation.
2. Elsa describes the repair procedure for ruptured corrugated windshield washer hoses using the following navigation path:

*Electrical System >> Electrical Equipment General Information >> 92 Windshield Wiper/Washer System >> Washer Fluid Hoses >> Corrugated Hose Washer Fluid Line, Repairing*



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3. The repair components can be found in ETKA using the VIN of the vehicle being serviced. Figure 3 shows the typical illustration found in ETKA.



**Figure 3.** ETKA illustration of windshield washer hose repair components.

4. Make all necessary repairs including any wiring damage. Package the removed washer hose section and retain for WPRC request for return.

## 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 Vehicles – Verify Owner</li> <li>• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9254		
<b>Damage Code:</b>	0050		
<b>Labor Operations:</b>	Windshield washer system hose repair (after access gained to damage site.)	9254 4100	See SRT with associated operations
<b>Diagnostic Time:</b>	GFF – Checking and clearing fault codes included in existing labor operations	0150 0000	Time stated on the diagnostic protocol (Max 10 TU)





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	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 2065963/2		

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
Use the appropriate convoluted tubing material, coupling pieces and shrink fit sleeves specified in ETKA using the VIN of the vehicle being serviced.		
See ETKA	 Convoluted tubing	0.01
See ETKA	 Male coupling piece	1.0



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See ETKA	 Female coupling piece	1.0
See ETKA	 Shrink fit sleeves	0.2

Tool Number	Tool Description
VAS1978/14A	 Hot Air Blower



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-or-	
VAS1978B	 <p data-bbox="544 798 1088 829">Wiring Harness Repair Set with Hot Air Blower</p>
VAS6228A (or equivalent)	 <p data-bbox="544 1186 771 1218">Hose Cutting Pliers</p>

## Additional Information

All parts and service references provided in this TSB (**2065963**) are subject to change and/or removal.

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