



# Technical Service Bulletin

**87 Air conditioning does not cool**  
87 23 63 2072166/1 November 30, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, and S3	2022 – 2024	All	Not Applicable

## 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

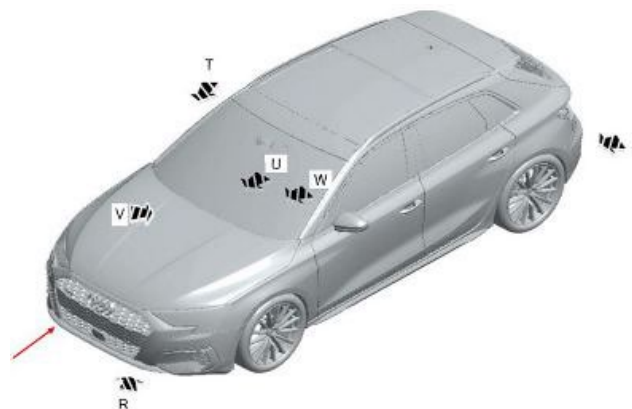
A refrigerant leak may develop due to corrosion formation in the aluminum sections of the high side and low side refrigerant lines leading to and from the air conditioning condenser, specifically the section surrounded by the foam sealing strip.

## Production Solution

A production solution is expected in the 1<sup>st</sup> quarter of 2024.

## Service

1. Inspect the right side of the vehicle where the high and low side refrigerant lines pass through the lock carrier.





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**Figure 1.** Location of the high and low side refrigerant lines.

2. A refrigerant leak may be found at one or both refrigerant lines that connect to the air conditioning condenser, specifically the aluminum portion of the lines that are in contact with the seal strip as the lines pass through the lock carrier.



**Figure 2.** High and low side refrigerant lines routing through the lock carrier.

3. With the seal strip removed evidence of a refrigerant leak can be seen. The contact between the refrigerant lines and the seal strip can cause a refrigerant leak over time.



**Figure 3.** Evidence of a refrigerant leak with the seal strip removed.

4. If a refrigerant leak is found at one or both refrigerant lines replace the line(s). Also replace the seal strip in these cases. When installing the seal strip ensure that the foam is installed in such a way that



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it does not come in contact with the refrigerant lines. A small modification to the seal strip may be necessary.

## Warranty

<b>Claim Type:</b>	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.		
<b>Service Number:</b>	8744		
<b>Damage Code:</b>	0050		
<b>Labor Operations:</b>	Air conditioner check	8701 0150	See SRT with associated operations
	Compressor / condenser line remove and reinstall	8743 19XX	See SRT with associated operations
	Condenser / evaporator line remove and reinstall	8744 19XX	See SRT with associated operations
<b>Diagnostic Time:</b>	GFF – Checking and clearing fault codes included in existing labor operations	No allowance	0 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 2072166/1		

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
82A121230	Seal Strip	1



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Use the appropriate part number for the refrigerant line in ETKA using the VIN of the vehicle being serviced	High side refrigerant line	1
Use the appropriate part number for the refrigerant line in ETKA using the VIN of the vehicle being serviced	Low side refrigerant line	1
Use the appropriate part number(s) for the seal rings in ETKA using the VIN of the vehicle being serviced	Seal Rings	X

## Additional Information

All parts and service references provided in this TSB (**2072166**) are subject to change and/or removal.

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