


Release Date	10/22/2024	<b>Technical Service Bulletin</b>	
<b>65U6 UPDATE - Replace Condensation Drain Hose (NVLW)</b>			

#### Applicable Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2024	2024	E-TRON GT	27
USA	2024	2024	RS E-TRON GT	72

#### Revision History

Revision	Date	Purpose
1	October 22, 2024	Original publication

## Condition/Technical Background

This Update has been proactively released to prevent the following condition(s) from occurring in the vehicle:	
Criteria	Technical Background
01	On Audi e-Tron GT vehicles manufactured within a specific period, the condensation drain hose for the air conditioner unit in the vehicle interior may develop a leak over time due to a manufacturing irregularity.

## Remedy

Criteria	Remedy
01	The condensation drain hose for the air conditioning system in the vehicle interior must be replaced on the affected vehicles.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **65U6** code in the ELSA Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

## Service

### NOTE:

- ELSA is the only valid inquiry/verification source. Check ELSA on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show “open”. Attach an ELSA printout showing the “open” status to the repair order.
- If this UPDATE appears to have already been performed but the code still shows open in ELSA, contact Warranty before proceeding further. Another dealer may have recently performed this UPDATE but not yet entered a claim for it in the system.
- ELSA may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this UPDATE.
- Contact the Warranty Helpline if you have any questions.

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

Campaign/Action	Start	Designation
→ 3	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

EXAMPLE

- Enter the VIN in ELSA and proceed to the “Campaign/Action” screen.

**TIP**

On the date of repair, print this screen and keep a copy with the repair order.

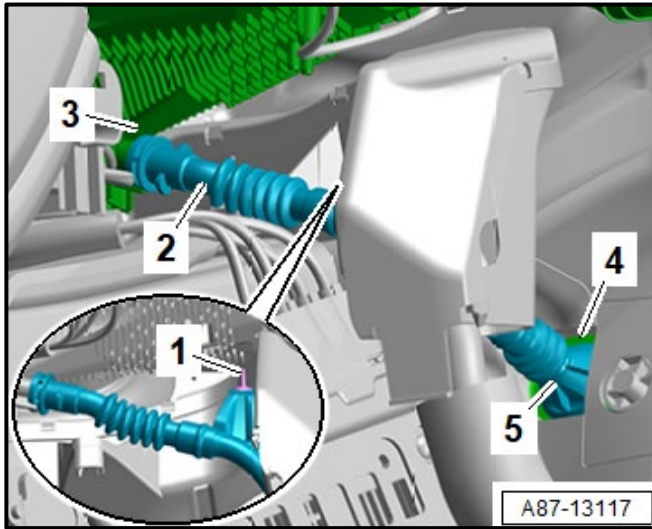
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

⚠ CRITICAL REPAIR STEP

STOP! STOP!

All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

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**NOTE**

The underhood section of the condensation drain is not removed during this repair.

**IMPORTANT**

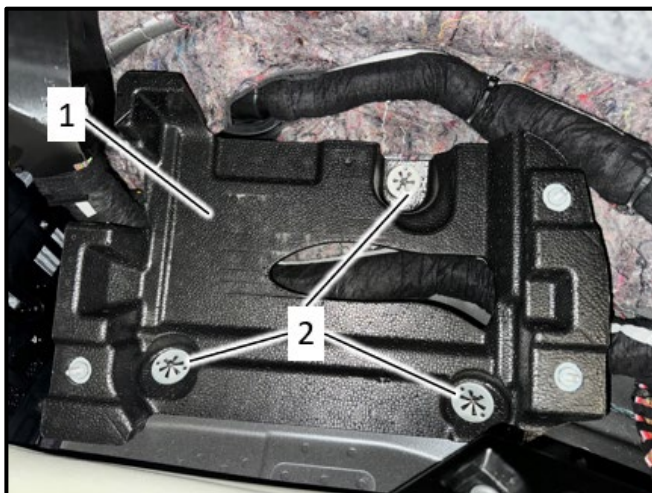
The rubber grommet <5> remains in the vehicle and must not be removed from the bulkhead <4>.

**CAUTION**

**Risk of rattle!**

The plastic rivet <1> is easily damaged. Be sure to remove any pieces of the clip to avoid possible rattle concerns in the future.

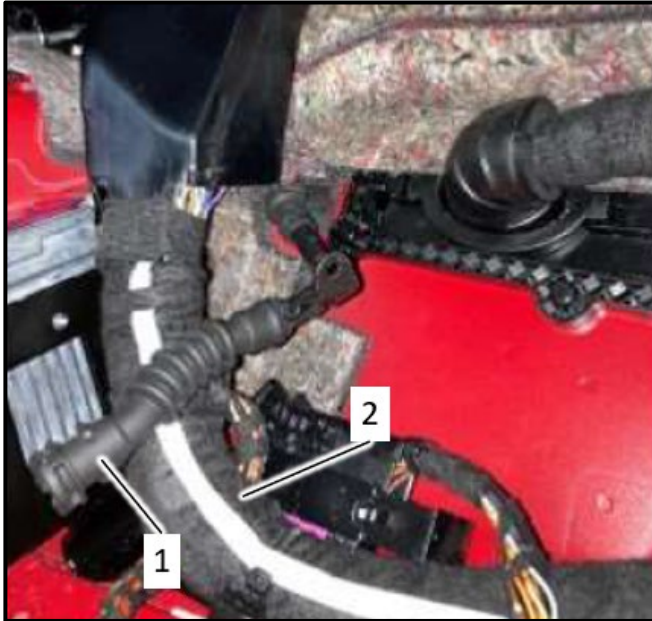
- Access, but do not remove, the interior condensation drain hose <2> per the ELSA repair manual, referencing the section for "Condensation water drain in vehicle interior":
  - *Repair manual > Heating, Ventilation & Air Conditioning > Heating, Ventilation and Air Conditioning > 87 Air Conditioning > Front Heater and A/C Unit > Condensation Water Drain, Removing and Installing.*
- Fold back the carpet on the passenger side.
- Remove the plastic rivet <1>.
- Detach the condensation drain hose <2> from the HVAC case drain tube <3>.



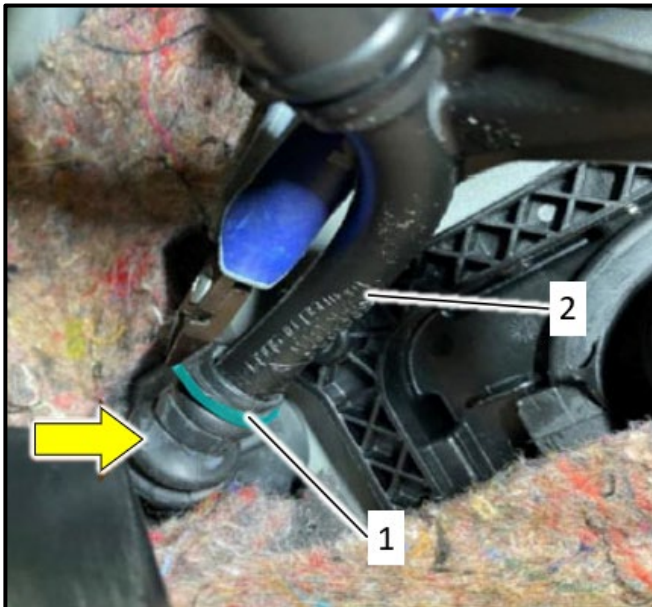
**NOTE**

If the vehicle is equipped with a crash pad <1>, the lock washers <2> can be unscrewed by turning them counterclockwise with a suitable tool. The lock washers are reusable.

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- Feed the drain tube <1> out from behind the wiring harness <2>.



- Remove cable tie <1> from the drain hose <2>.
- Separate the drain hose <2> from the bulkhead grommet <arrow> and remove it.

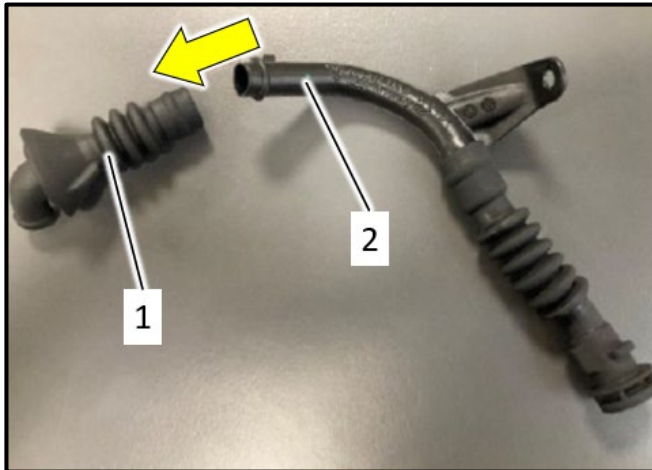
**⚠ IMPORTANT**

The bulkhead grommet remains in the vehicle and must not be removed from the bulkhead.

**ⓘ NOTE**

The bulkhead grommet <arrow> must not be damaged as it will be reused.

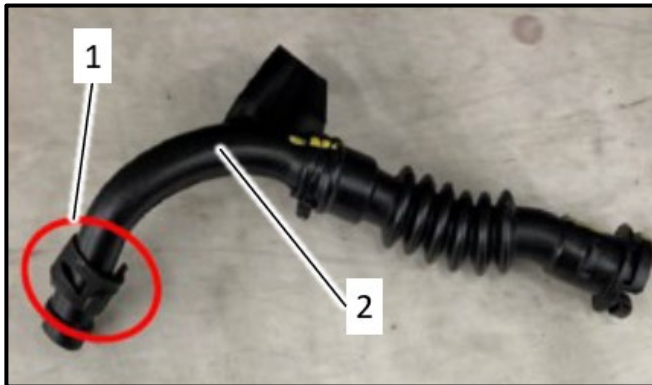
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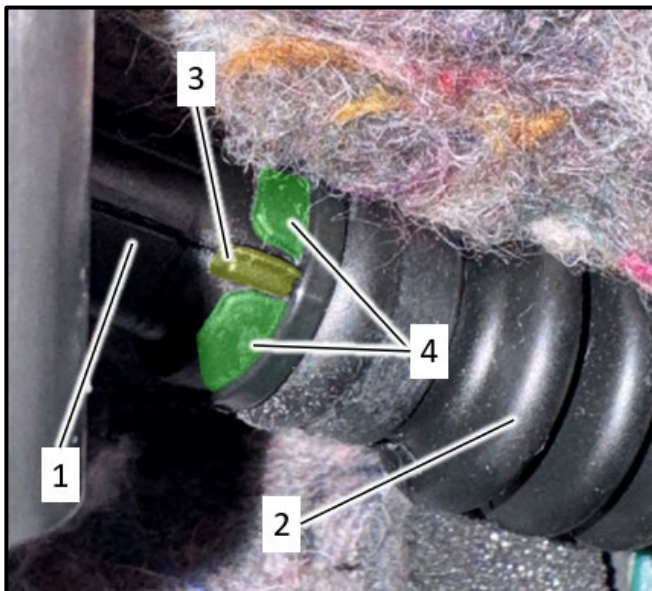
- Disconnect the new bulkhead grommet <1> from the new hose <2> in the direction indicated <arrow>.

**NOTE**

The new bulkhead grommet <1> is not used during this repair.



- Slide the new spring clip <1> onto the new hose <2>.

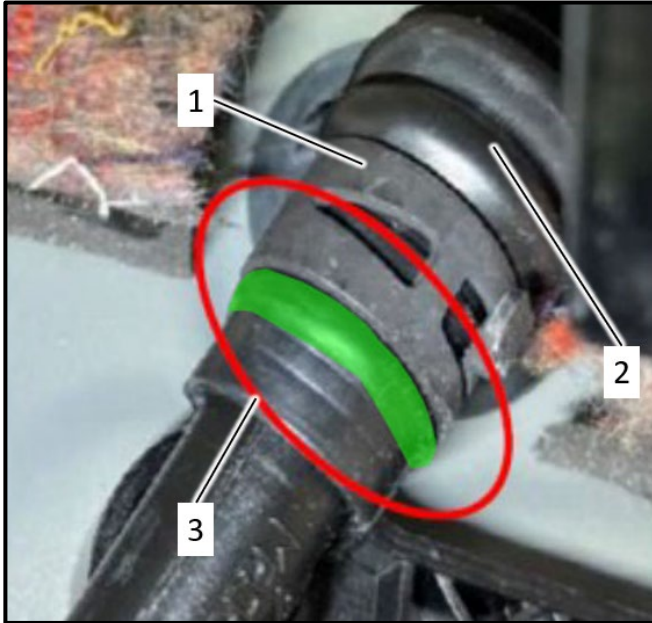


- Insert the new hose <1> into the bulkhead grommet <2>.
- Check alignment of the new hose <1> and the bulkhead grommet <2>:
  - The tab <3> must sit in the bulkhead grommet groove <4> as shown.
- Correct the alignment of the new hose if necessary.

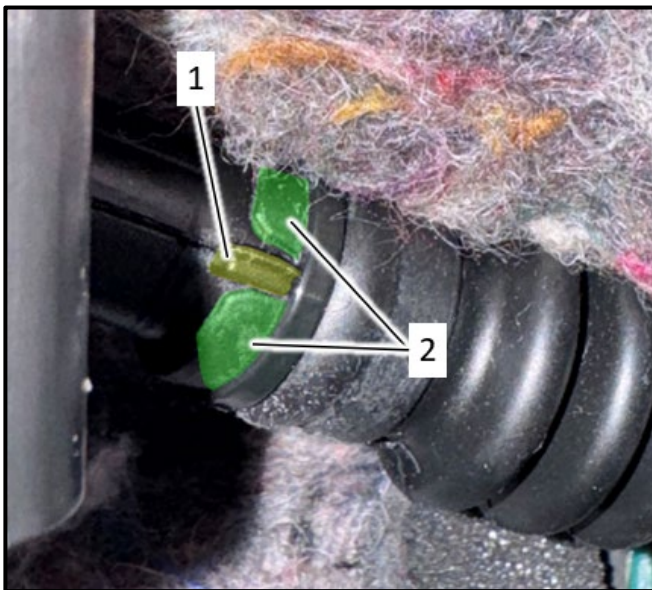
**TIP**

A mirror can be used to aid in viewing the alignment of the tab <3> and the bulkhead grommet groove <4>.

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- Install the spring clip <1> on to the bulkhead grommet <2>.
- The spring clip <1> must sit behind the rib on the bulkhead grommet <3> as shown.



- Reassembly is the reverse order of removal while noting the following:
  - The drain hose must not have any twists or kinks when fully installed.
  - The drain hose must be securely fastened in its original position.
  - Verify that the tab <1> on the new hose and the bulkhead grommet groove <2> are still aligned correctly.
  - Check the carpet for any moisture and dry if necessary.

- Connect a battery charger.
- Scan the vehicle using GFF.
- Clear the fault memory.
- Send the GFF log online when exiting the GFF session.

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## Warranty

The labor times listed here may differ from the labor operations and labor times listed in ELSA.


After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action *open on the day of repair* to the repair order.

If a customer declines campaign work, refer to the "Customer Declines Campaign/Update Repair" section in the Campaign/Update Policy and Procedures Manual.

<b>Service Number</b>	65U6		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	002		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark HOSE* as causal part		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
<b>Criteria I.D.</b>	01		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0150 00 10	SEE ELSA	GFF/Guided functions <i>(clear fault memory)</i>
	6587 55 99	150	Replace interior water drain hose
	<i>Add only if vehicle is equipped with a sound system amplifier (PR code 9VS)</i>		
	9144 19 50	SEE ELSA	Loudspeaker amplifier remove+reinstall
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	9J1820638D	HOSE*
	1.00	N 90926401	SPRING CLIP
	1.00	N 0385012	RIVET <i>(if necessary)</i>

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- Additional Actions** Some of the affected vehicles may be involved in additional Actions. Please check your ELSA Campaign/Action Information screen so that any *additional required work can be done simultaneously*.
- Verifying Vehicle Eligibility** To verify vehicle eligibility for this Update, *always* check the ELSA Campaign/Action Information screen. The ELSA system is the *only* binding inquiry and verification system; other systems are not valid and *may result in non-payment* of a claim.
- Help for Claim Entry** For questions regarding claim entry, contact Audi Warranty.
- Required Customer Notification** Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates completed under this Update.

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## Required Parts


<b>Initial Allocation:</b> <b>NO</b>	There will be no parts allocation.
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	9J1-820-638-D	HOSE	Reference POC comments individually by part number, or in the POC Campaign List
	1	N -909-264-01	CLIP	
	1	N -038-501-2	RIVET (if necessary)	




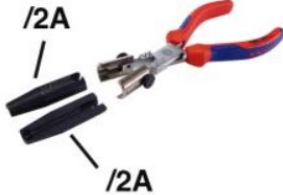
<b>NOTE</b>
Your dealer's Estimated Remaining Repairs by campaign can be found in Parts on Command. Click on "View Campaign List" and review the Estimated Remaining Repairs column.

<b>NOTE</b>
Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

- Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP).

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## Required Special Tools

	<p>Scraper Set -VAS6845-</p>		<p>Battery Tester/Charger capable of <b>minimum 90 Amp</b> continuous supply</p>
	<p>Diagnostic Tester -VAS6150X/6160X- (or equivalent)</p>		<p>Pliers -T40172C- (or equivalent)</p>

## Additional Information

All parts and service references provided in this Update are subject to change and/or removal. Always check ELSA for the most current version of this document.