



Technical Service Bulletin

87 Noises from the engine compartment, both while stationary and while driving

87 24 92 2071621/2 December 6, 2024. Supersedes Technical Service Bulletin Group 87 number 23-56 dated October 5, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
RS 3	2022 – 2024	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised title (Updated verbiage) Revised <i>Condition</i> (Updated verbiage) Revised <i>Service</i> (Updated verbiage, added information regarding photo requirement) Revised <i>Warranty</i> (Updated Labor Operations)
1	10/05/2023	Initial publication

Customer states:

- Customer complains that a rattling and / or knocking sound comes from the engine compartment.

Workshop findings:

- This noise occurs while stationary, when driving slowly and when driving slowly around corners.

Technical Background 1

Refrigerant line is in contact with the front right longitudinal member.

Production Solution

Not applicable.



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Service

1. Assess the right-side area of the engine compartment near the longitudinal member.



Figure 1. Area of the engine compartment to inspect refrigerant line contact.

2. The refrigerant line may be in contact with the longitudinal member.



Figure 2. Refrigerant line in contact with longitudinal member.



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3. Figure 3 shows this contact at a different angle.



Figure 3. Alternative view of refrigerant line contact with longitudinal member.

4. Change the route of the refrigerant line and ensure there is a gap of at least 1.5 cm between the refrigerant line and the longitudinal member.
5. When billing, please always attach photos/videos that clearly shows the complaint to DOC-IT. To ensure a reference to the vehicle, the image/video must:
- Include the VIN and date.
 - Must not be edited.
 - Should be in focus and taken with sufficient light. A high resolution is not necessary.

If appropriate, please mark the location of the problem so that parts analysis has a clear reference to the complaint. Please ensure that the photo documentation does not show any persons and/or face, license plates, or customer data.

Warranty

Claim Type:	<ul style="list-style-type: none">• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.
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Service Number:	8743		
Damage Code:	0020		
Labor Operations:	Modify refrigerant line routing	8743 0599	30 TU
	GFF	No allowance	0 TU
Claim Comment:	As per TSB 2071621/2		

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.

Additional Information

All part and service references provided in this TSB (**2071621**) 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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