



Technical Service Bulletin

87 Moisture in footwell, damp smell in passenger compartment

87 25 99 2076642/1 January 28, 2025.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|---|-------------|-----------|----------------------------|
| Q4 e-tron, Q4 Sportback e-tron, e-tron GT, and RS e-tron GT | 2022 – 2025 | All | Not Applicable |
| Q6 e-tron, and SQ6 e-tron | 2025 | | |

Condition

Customer states:

The customer complains about a musty or damp smell in the passenger compartment and/or a wet footwell in the front of the vehicle.

Workshop findings:

The complaint can be reproduced in the workshop.

Technical Background 1

Condensation enters the passenger compartment due to incorrect installation of the drain hose for the condensation from the air conditioning unit. Over time, a musty smell develops and the carpet in the footwell becomes wet.

Production Solution

Not applicable.



Technical Service Bulletin

Service

1. Check and correct the position of the drain hose as shown in the following images.

Figure 1 shows the assembly overview of the Audi Q4 e-tron.



Figure 1. Assembly overview for the Audi Q4 e-tron.

2. Figure 2 shows the assembly overview for the Audi e-tron GT.

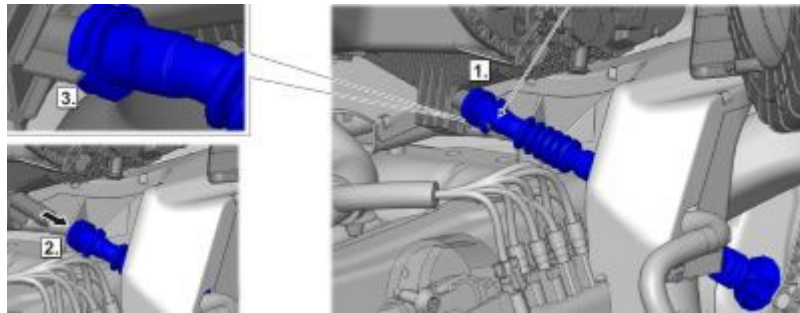
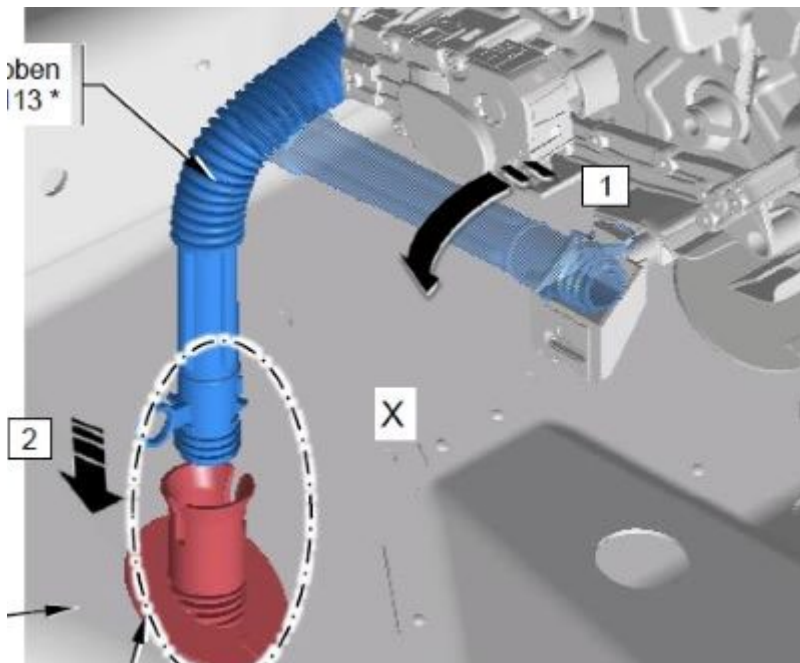


Figure 2: Assembly overview for the Audi e-tron GT

3. Figure 3 shows the assembly overview for the Audi Q6 e-tron.





Technical Service Bulletin

Figure 3: Assembly overview for the Audi Q6 e-tron

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. | | |
| Service Number: | 8791 | | |
| Damage Code: | 0018 | | |
| Labor Operations: | Remove and install water drain hose | 8791 19XX | See SRT with associated operations |
| Claim Comment: | As per TSB 2076642/1 | | |

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

All part and service references provided in this TSB (**2076642**) 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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