



## Technical Service Bulletin

|                      |                                |
|----------------------|--------------------------------|
| <b>GROUP</b>         | <b>NUMBER</b>                  |
| <b>CAMPAIGN</b>      | <b>25-01-019G</b>              |
| <b>DATE</b>          | <b>MODEL(S)</b>                |
| <b>FEBRUARY 2025</b> | <b>G80 (RG3)<br/>G90 (RS4)</b> |

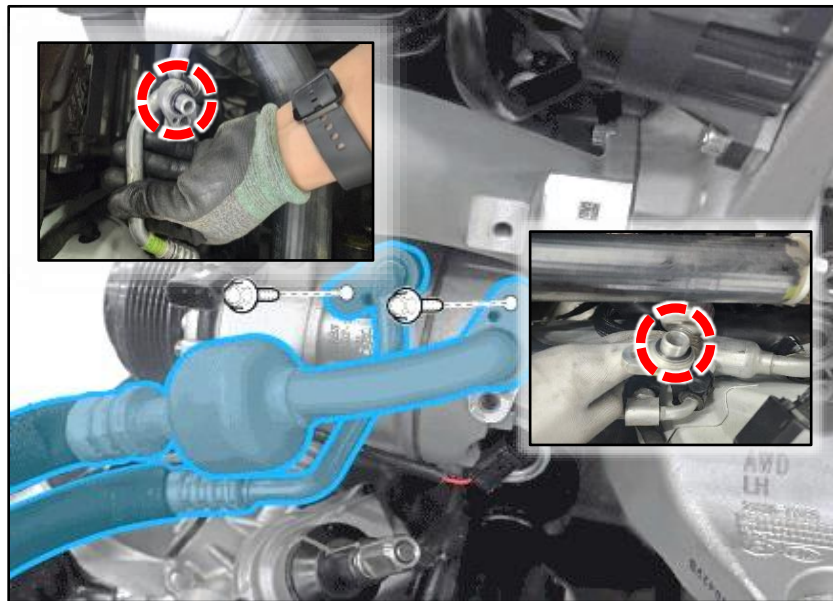
**SUBJECT:** A/C SUCTION AND DISCHARGE HOSE SEAL WASHER REPLACEMENT (SERVICE CAMPAIGN 911G)

### \* IMPORTANT

Retailers must perform this service campaign on all affected vehicles prior to retail delivery to a guest and whenever an affected vehicle is in the shop for any maintenance or repair.

Access the "Vehicle Information" screen via WebDCS to identify open campaigns.

**Description:** Certain G80 (RG3) and G90 (RS4) vehicles equipped with the 2.5T-GDI Theta III or 3.5T-GDI Lambda III engine may exhibit reduced air conditioning performance due to chemical damage to the suction and discharge seal washers caused by foreign substances. This bulletin provides instructions to replace the A/C suction and discharge seal washers to resolve the concern.



### Applicable Vehicles (Certain):

- 2024-2025MY G80 (RG3) produced from 05/02/2024 – 12/19/2024
- 2024-2025MY G90 (RS4) produced from 05/03/2024 – 12/14/2024


SUBJECT:

A/C SUCTION AND DISCHARGE HOSE SEAL WASHER REPLACEMENT  
(SERVICE CAMPAIGN 911G)

**Parts Information:**

| Model                                  | Part Name  | Part Number                         | Figure  | Remarks   |
|--|--|-------------------------------------|---|---|
| G80 (RG3)<br>2.5T                      | Seal Washer – Suction                              | 976A1-H9000                         |    | QTY 1   |
|  | Seal Washer – Discharge                            | 976A2-H9000                         |    | QTY 1   |
| G80 (RG3)<br>3.5T<br>G90 (RS4)<br>3.5T | Seal Washer – Suction                              | 976A1-H9000                         |    | QTY 1   |
|  | Seal Washer – Discharge                            | 976A2-H9000                         |   | QTY 1   |
|  | O-Ring   | 97690-34330<br>Hose – Suction       |  | QTY 1   |
|  |  | 97960-34350<br>Hose – Discharge     |  | QTY 1   |
| ALL                                    | Supercool<br>R-1234YF<br>PAG 46 Oil<br>with UV Dye | Manufacturer Part Number:<br>27262D |  | Commercially Available<br><br>One <b>8 oz</b> bottle may treat up to <b>23 vehicles</b> |

**Required Equipment/Supplies:**

| Name                                | Part Number | Figure   | Remarks  |
|-------------------------------------|-------------|--|--|
| R-1234YF PAG Oil Injector - Syringe | ROB18465    |  | <b>SHOP SUPPLY</b><br>Used to inject PAG oil via the Low-Side R-1234YF Service Coupler |

**NOTE 1:** Additional SSTs (P/N ROB18465) can be purchased through Snap-on at: [genesisessentialtools.com](http://genesisessentialtools.com) or 1-855-763-6630.

**NOTE 2:** If further assistance is required, contact: [Genesistools@snapon.com](mailto:Genesistools@snapon.com) or [Genesistools@gma.com](mailto:Genesistools@gma.com).

**Warranty Information:**

| Model             | Op. Code | Operation  | Op. Time   | Causal Part | Nature Code | Cause Code |
|-------------------|----------|--|------------|-------------|-------------|------------|
| G80<br>(RG3) 2.5T | 50D013R2 | A/C Suction and Discharge Hose Seal Washer Replacement & Recharge A/C Refrigerant with Dye | 1.0<br>M/H |             |             |            |
| G80<br>(RG3) 3.5T | 50D013R3 | A/C Suction and Discharge Hose Seal Washer Replacement & Recharge A/C Refrigerant with Dye | 1.8<br>M/H | 976A1-H9000 | IB1         | ZZ4        |
| G90<br>(RS4) 3.5T |          |  |            |             |             |            |

**NOTE 1:** Submit claim on Claim Entry Screen as "Campaign" type.

**NOTE 2:** If a part is found in need of replacement while performing this campaign and the affected part is still under warranty, submit a separate claim using the same repair order. If the affected part is out of warranty, submit a Prior Approval request for goodwill consideration prior to performing the work.

**NOTE 3:** This TSB includes Repair validation photos. Op times include VIN, Mileage, and Repair validation photo(s) as outlined in the Digital Documentation Policy.

**NOTE 4:** The incident parts are subject to callback through the normal Warranty Technical Center (WTC) parts return process. **Claim is subject to debit if the part is not returned.**

**NOTE 5:** Both OP codes will reimburse \$1.00 in sublet for use of PAG 46 Oil with UV Dye.

**Service Procedure:**

**DIGITAL DOCUMENTATION**



This TSB includes Repair validation photos. Refer to the latest Warranty Digital Documentation Policy for requirements.

**NOTICE**

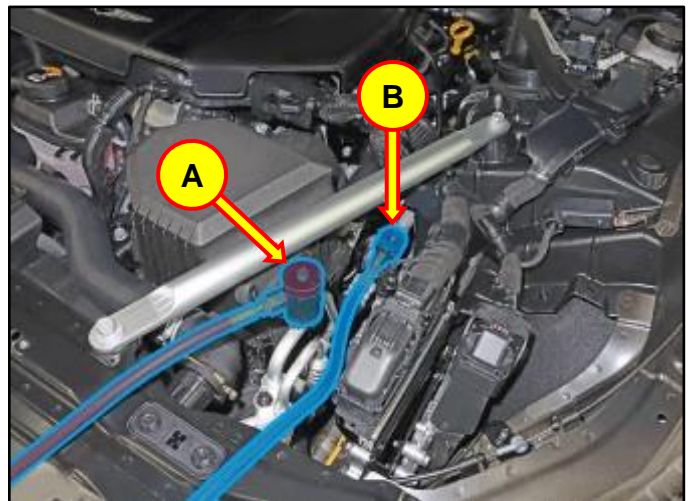
Applying the recommended torque to all fasteners is essential to reduce potential issues from occurring after the service procedure.

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**A/C Suction & Discharge Hose Seal Washer Replacement—G80—Theta 2.5T-GDI**

1. Refer to the shop manual to connect the refrigerant recovery/recycling equipment to the high-pressure service port (A) and low-pressure service port (B) and recover the refrigerant.



**i Information**

Drain or measure the amount of PAG oil in the reservoir prior to recovery to accurately determine how much oil is drained.

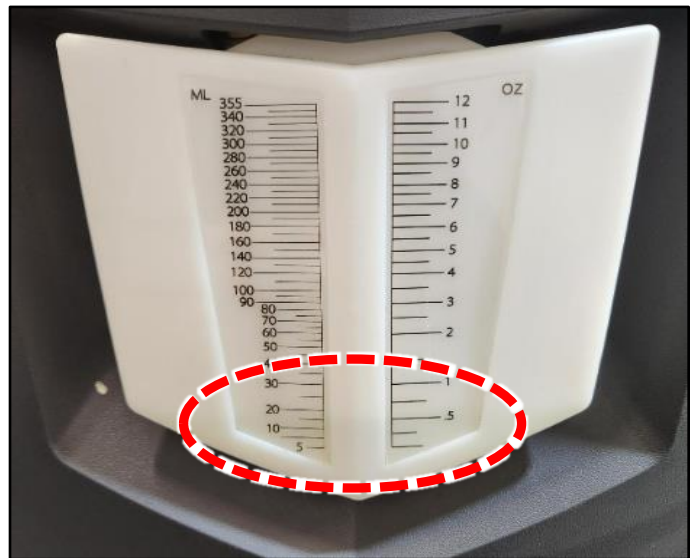
Refer to the shop manual:

- **Heating, Ventilation and Air Conditioning > Air Conditioning System > Refrigerant Recovery / Recycling / Charging / Vacuum / Leak Test >**
  - **Install the Refrigerant Recovery / Recycling / Charging Equipment**
  - **Refrigerant Recovery Operation**

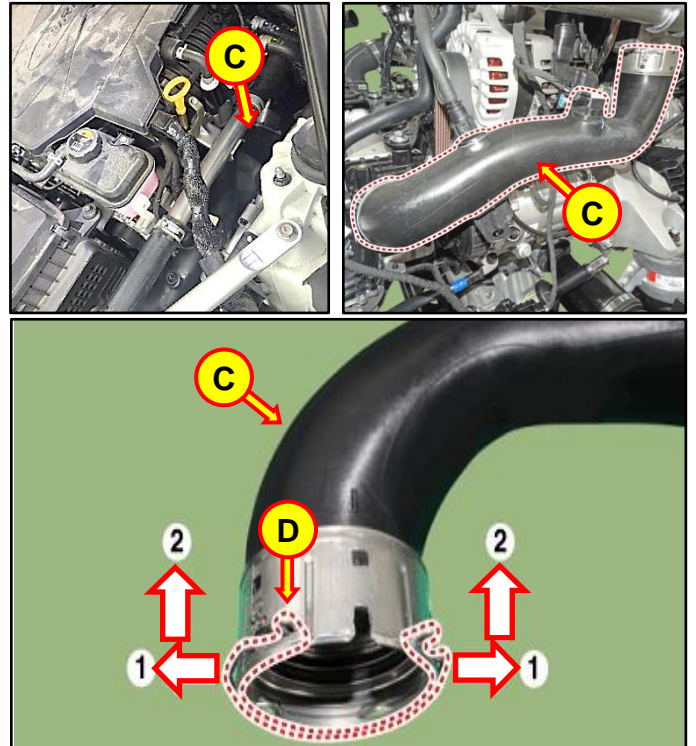
**i Information**

- Refrigerant Type: **R-1234YF**
- Refrigerant Capacity:
  - **630 ±25 g or 1.38 ±0.05 lbs**

2. Measure the amount of PAG oil drained during recovery and record it so that amount can be injected later during the recharging process.



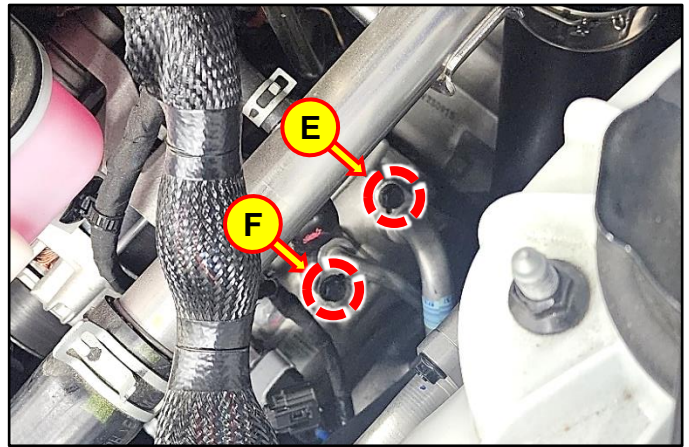
3. Record the guest's radio presets and then disconnect the negative battery (-) terminal.
4. Disconnect the intercooler hose (C) by pulling the sides (1) of the quick connector clamp (D) then remove the intercooler hose by pulling in the direction (2) as shown in the third photo.



- Remove the fixing bolts and remove the A/C suction hose (E) and discharge hose (F).

**Tightening Torque:**

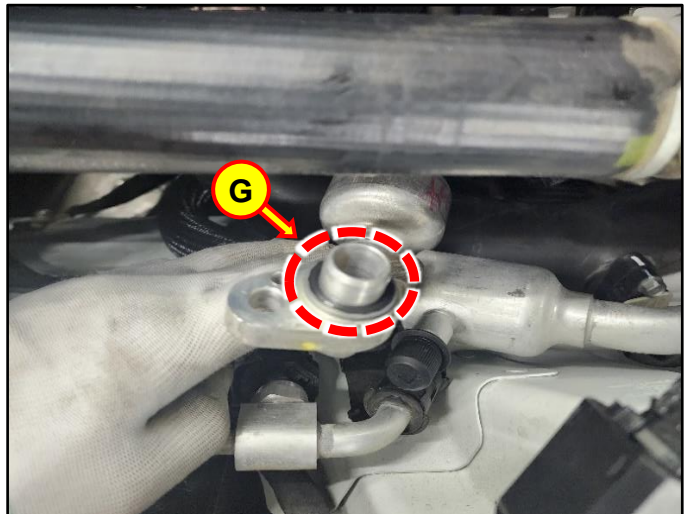
|       |    |
|-------|----|
| lb-ft | 17 |
| N.m   | 12 |



- Remove the suction hose seal washer (G).

**i Information**

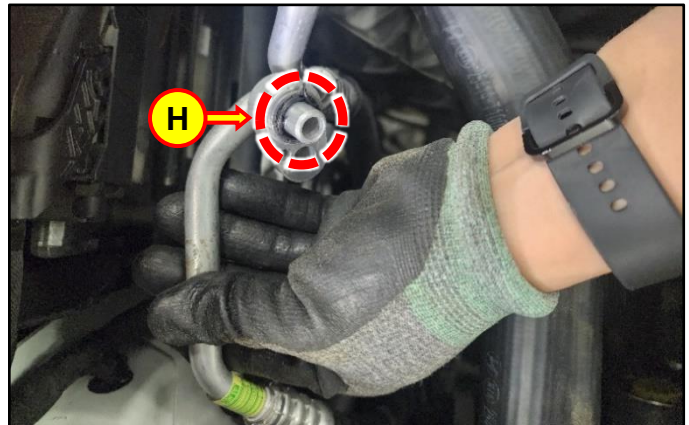
Keep the washers for the Digital Documentation photo.



- Remove the discharge hose seal washer (H).

**i Information**

Keep the washers for the Digital Documentation photo.



8.

**DIGITAL  
DOCUMENTATION**

Using STUI, take a photo of the OLD discharge and suction seals removed next to the NEW discharge and suction seals in the bag with the last 6 digits of the VIN and the date of repair on a piece of paper.

Upload the photo to STUI.

9. Install the new suction and discharge hose seal washers.

**Information**

Clean both sides of the mating surface prior to installation to remove any residual debris left by the discharge and suction seal washers.

10. Re-install all parts in the reverse order of the removal process.
11. Refer to the shop manual to vacuum and recharge the A/C system:
- **Heating, Ventilation and Air Conditioning > Air Conditioning System > Refrigerant Recovery / Recycling / Charging / Vacuum / Leak Test >**
    - Refrigerant System Vacuum Operation
    - Refrigerant Charge



12. Use the R-1234YF PAG Oil Syringe Injection tool and add PAG Oil with UV Dye.

Place the measured amount during recovery back into the vehicle; approx. **3~10 mL**.

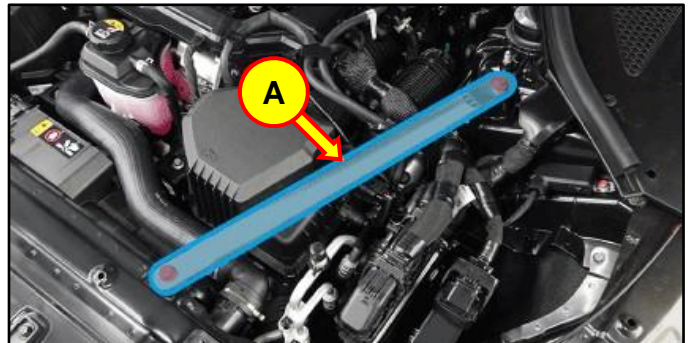
**Information**

- Refrigerant Type: **R-1234YF**
- Refrigerant Capacity:
  - **630 ±25 g or 1.38 ±0.05 lbs**

13. Start the vehicle and verify A/C operation.
14. Reprogram the radio with the guest's presets.
15. The service procedure is now complete.

**A/C Suction & Discharge Hose Seal Washer Replacement—G80 & G90—Lambda 3.5T-GDI**

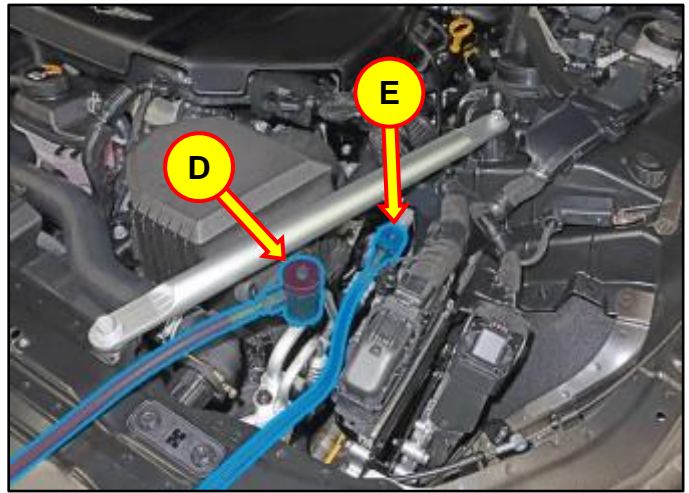
1. Record the guest's radio presets and then disconnect the negative battery (-) terminal.
2. Remove LH strut bar (A).
3. Disconnect the dual purge connectors (B) and dual purge hoses (C) on the air cleaner assembly.



4. Refer to the shop manual to connect the refrigerant recovery/recycling equipment to the high-pressure service port (D) and low-pressure service port (E) and recover the refrigerant.

**i** Information

- Be sure to drain or measure the amount of oil in the reservoir prior to recovery to accurately determine how much oil was drained.

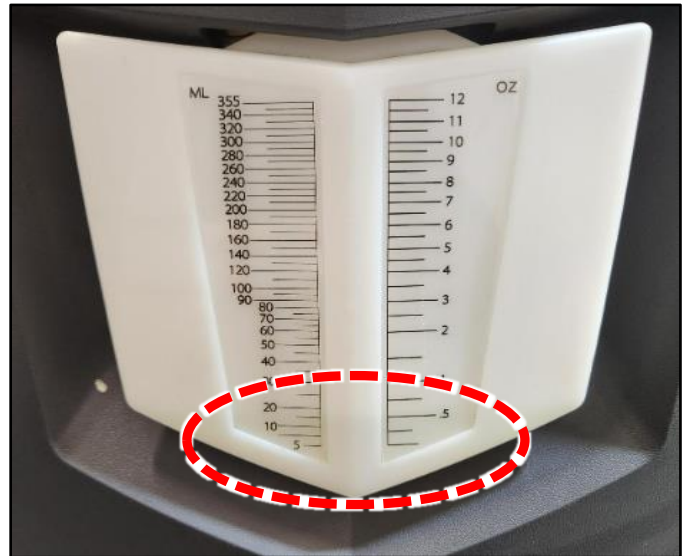


- **Heating, Ventilation and Air Conditioning > Air Conditioning System > Refrigerant Recovery / Recycling / Charging / Vacuum / Leak Test >**
  - **Install the Refrigerant Recovery / Recycling / Charging Equipment**
  - **Refrigerant Recovery Operation**

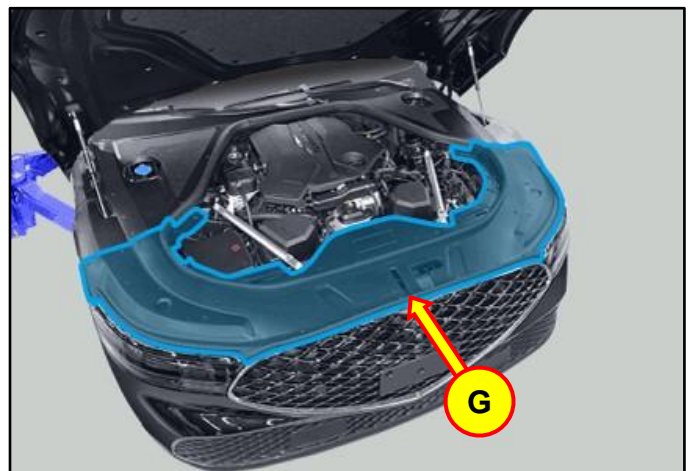
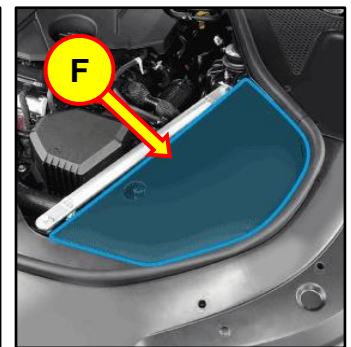
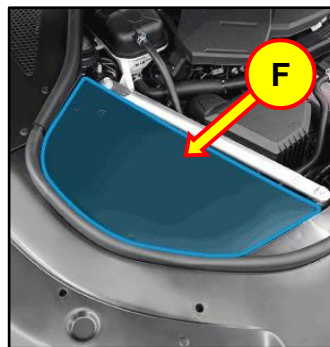
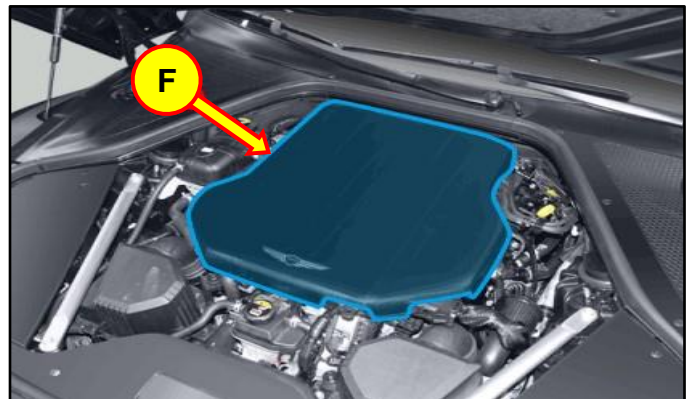
**i** Information

- Refrigerant Type: R-1234YF
- G80 (RG3) 3.5T  
Refrigerant Capacity:  
**630 ±25 g or 1.38 ±0.05 lbs**
- G90 (RS4) 3.5T  
Refrigerant Capacity:  
**700 ±25 g or 1.54 ±0.05 lbs**

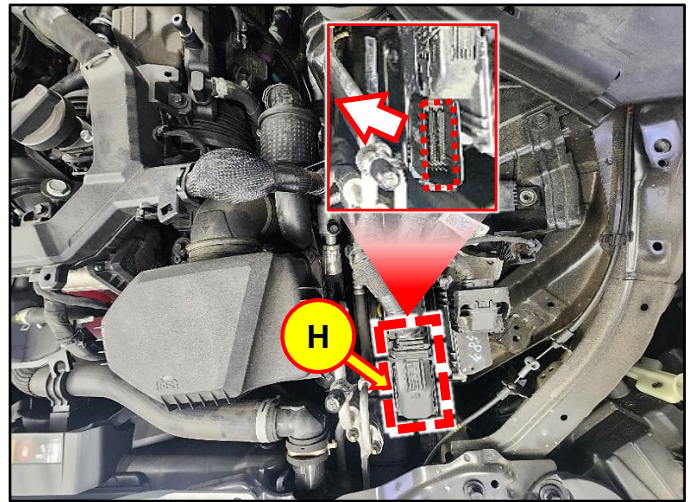
- 5. Measure the amount of PAG oil drained during recovery and record it so that amount can be injected later during the recharging process.



- 6. Remove the engine covers (F) and engine room cover (G).



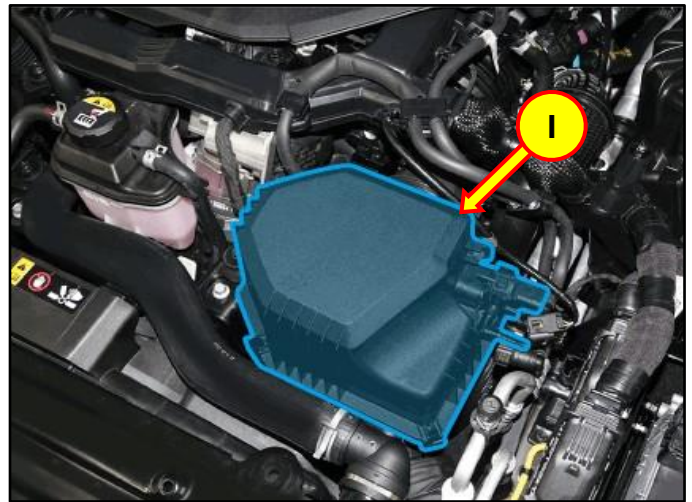
7. Disconnect the ECM connector (H) and place it in the direction of the white arrow as shown.



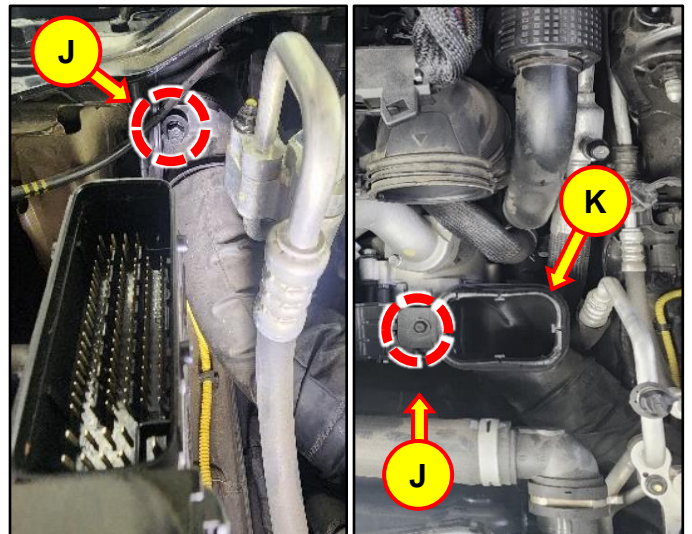
8. Remove the air cleaner assembly (I).

**Tightening Torque:**

|       |    |
|-------|----|
| lb-ft | 17 |
| N.m   | 12 |



9. Remove the two fixing bolts (J) and remove the air duct (K).



10. Remove the mounting nut (L) and disconnect the discharge line (M).

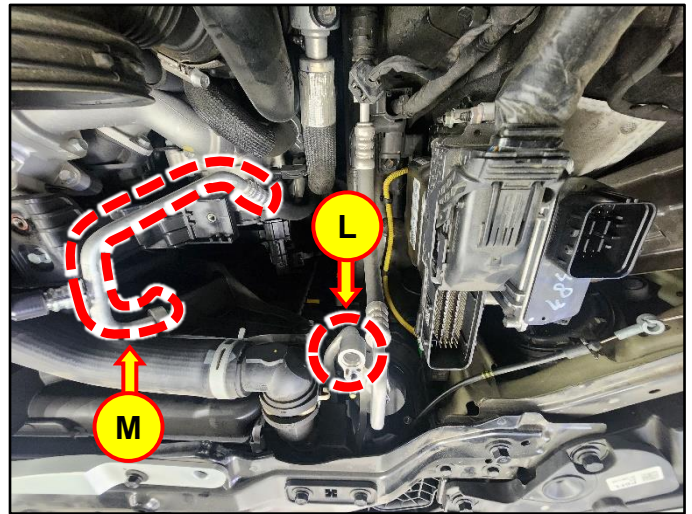
**NOTICE**

Do **NOT** remove the suction line mounting nut directly next to the discharge line.

**Tightening Torque:**

|       |    |
|-------|----|
| lb-ft | 17 |
|-------|----|

|     |    |
|-----|----|
| N.m | 12 |
|-----|----|

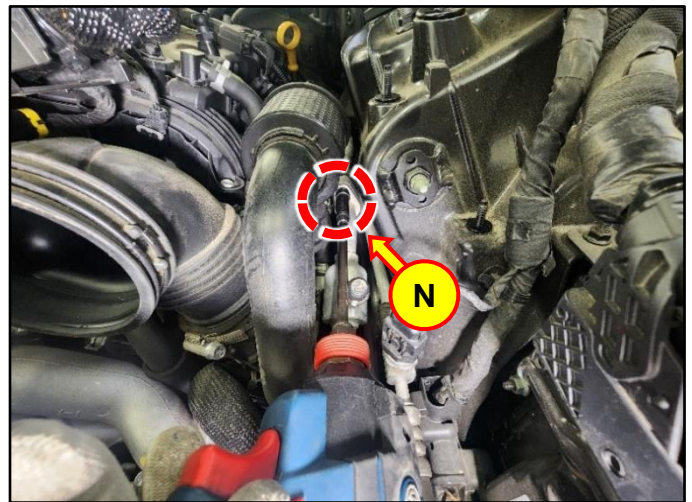


11. Remove the suction line mounting nut (N) and disconnect the suction line.

**Tightening Torque:**

|       |    |
|-------|----|
| lb-ft | 17 |
|-------|----|

|     |    |
|-----|----|
| N.m | 12 |
|-----|----|

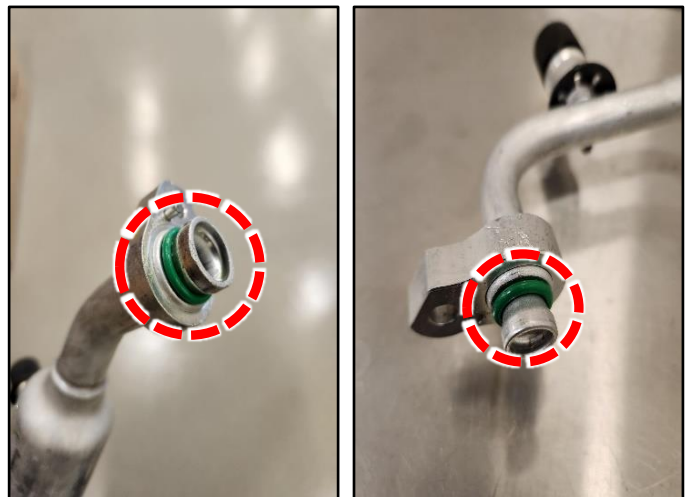


12. Remove the suction and discharge line O-rings.

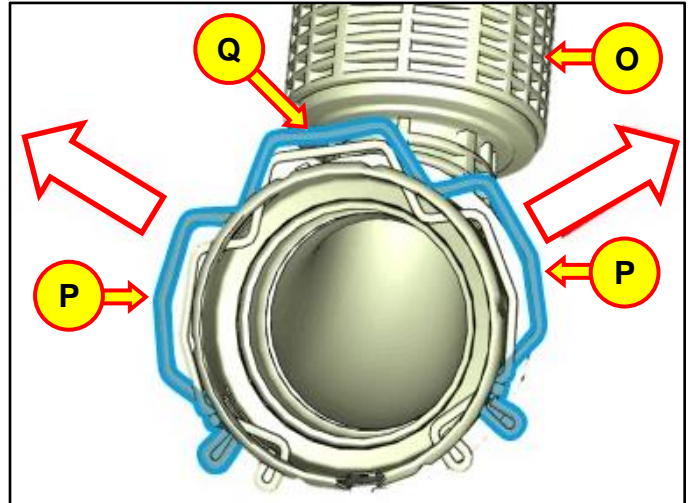
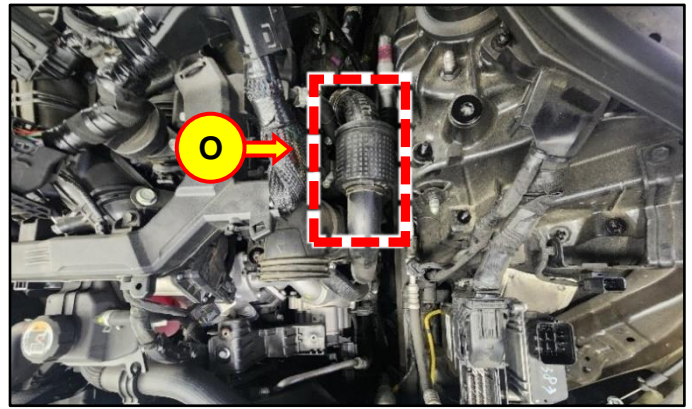
**i Information**

Do **NOT** re-use the green suction and discharge line O-rings.

Keep the O-rings for the Digital Documentation photo.



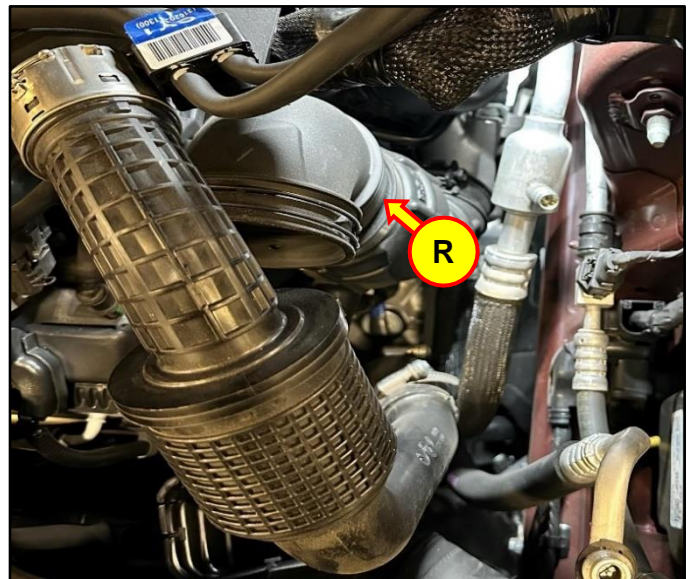
13. Disconnect the intercooler hose (O) from the quick connector clamp by pulling the sides (P) and top (Q). Remove the intercooler hose.



14. Loosen the fixing clamp and remove the air intake hose (R).

**Tightening Torque:**

|       |    |
|-------|----|
| lb-ft | 17 |
| N.m   | 12 |

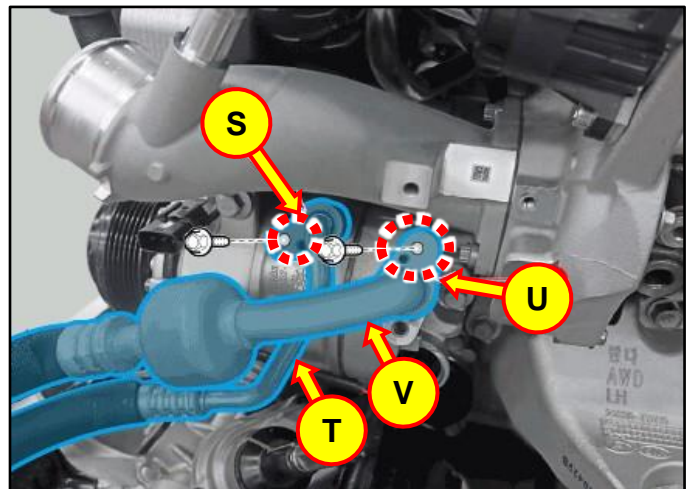
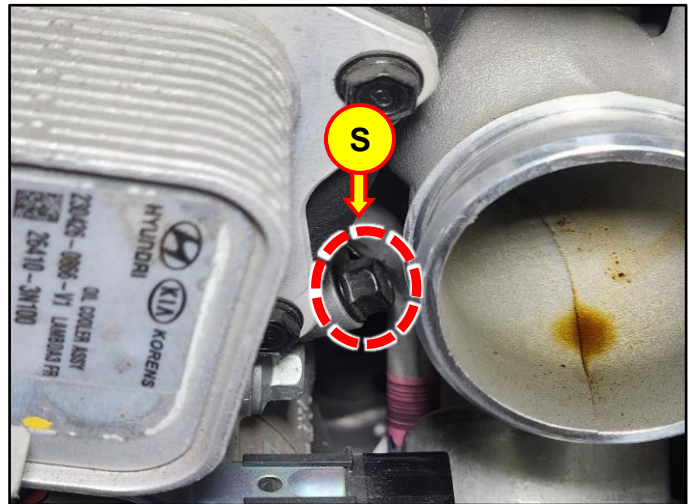


15. Remove the mounting bolt (S) then disconnect the discharge hose (T).

Remove the suction hose bolt (U) and suction hose (V).

**Tightening Torque:**

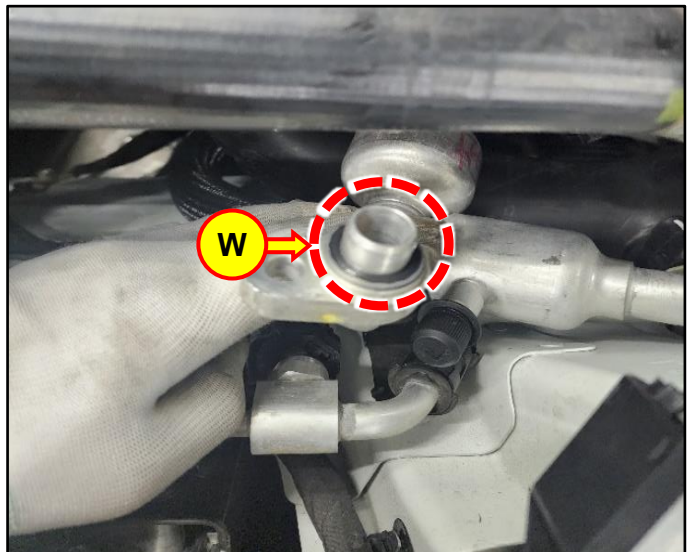
|       |    |
|-------|----|
| lb-ft | 17 |
| N.m   | 12 |



16. Remove the suction hose seal washer (W).

**i Information**

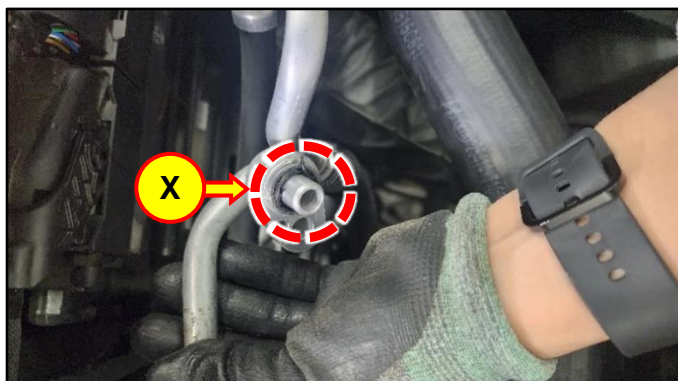
Keep the washers for the Digital Documentation photo.



17. Remove the discharge hose seal washer (X).

**i** Information

Keep the washers for the Digital Documentation photo.



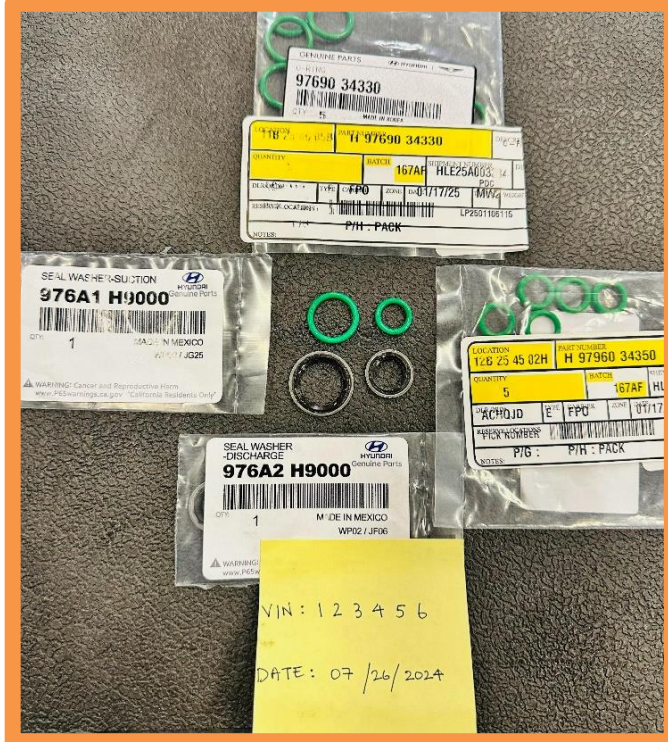
- 18.

**DIGITAL DOCUMENTATION**



Using STUI, take a photo of the OLD discharge and suction seals and O-rings removed next to the NEW discharge and suction seals and O-rings in the bag with the last 6 digits of the VIN and the date of repair on a piece of paper.

Upload the photo to STUI.



19. Install the new seal washers onto the suction hose and discharge hose.

Install the new O-rings onto the suction line and discharge line.

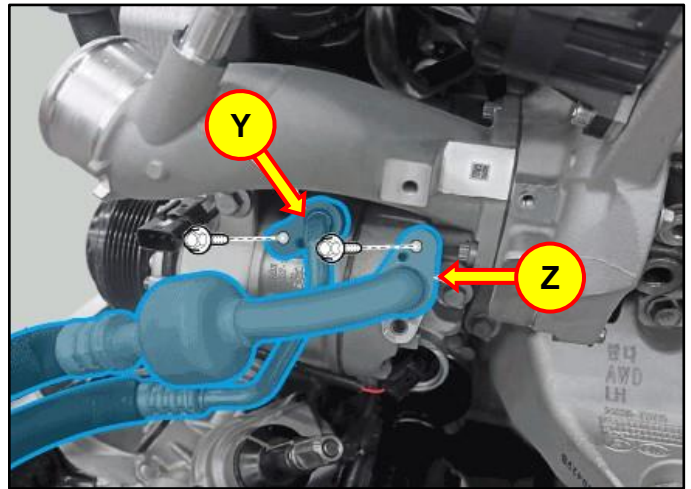
**i** Information

Clean both sides of the mating surface prior to installation to remove any residual debris left by the discharge and suction seal washers.

20. Reinstall the discharge hose (Y) onto the compressor assembly, then the suction hose (Z).

**Tightening Torque:**

|       |    |
|-------|----|
| lb-ft | 17 |
| N.m   | 12 |



21. Refer to the shop manual to vacuum and recharge the A/C system:
- **Heating, Ventilation and Air Conditioning > Air Conditioning System > Refrigerant Recovery/Recycling/Charging/Vacuum/Leak Test >**
    - Refrigerant System Vacuum Operation
    - Refrigerant Charge
22. Use the R-1234YF PAG Oil Syringe Injection tool and add PAG Oil with UV Dye.

Place the measured amount during recovery back into the vehicle; approx. **3~10 mL**.

**Information**

- Refrigerant Type: R-1234YF
- G80 (RG3) 3.5T  
Refrigerant Capacity:  
**630 ±25 g or 1.38 ±0.05 lbs**
- G90 (RS4) 3.5T  
Refrigerant Capacity:  
**700 ±25 g or 1.54 ±0.05 lbs**

23. Once the recharge process has completed, re-install all removed parts in the reverse order.
24. Start the vehicle and verify A/C operation.
25. Reprogram the radio with the guest's presets.
26. The service procedure is now complete.