

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
Q4 e-tron, Q4 Sportback e-tron, e-tron GT, and RS e-tron GT	2022 – 2026	All	Not applicable
A6 Sportback e-tron, S6 Sportback e-tron, Q6 e-tron, SQ6 e-tron, Q6 Sportback e-tron, SQ6 Sportback e-tron	2025 2027		

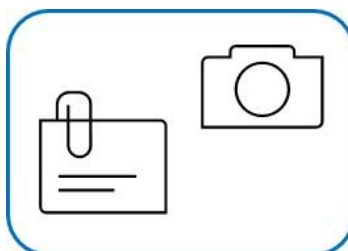
REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Add model and model years, add Canada) Revised <i>Condition</i> (Add documentation icon) Revised <i>Service</i> (Add A6 e-tron information) Revised <i>Additional Information</i> (Change to text)
1	01/28/2025	Initial publication

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.



Documentation required

Technical Background

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.

Service

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

Figure 1 shows the assembly overview for 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.

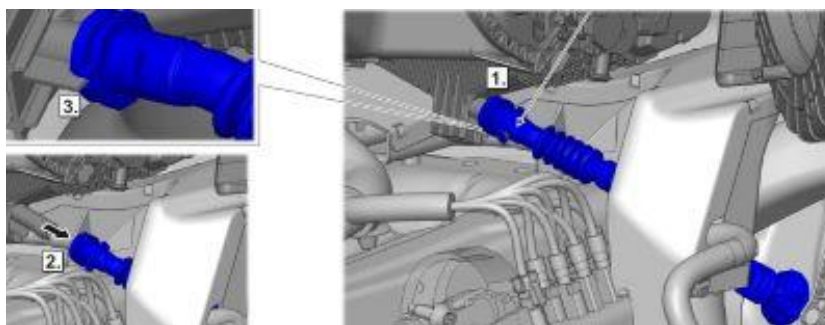


Figure 2: Assembly overview for the Audi e-tron GT.

3. Figure 3 shows the assembly overview for the Audi Q6 e-tron and A6 e-tron.

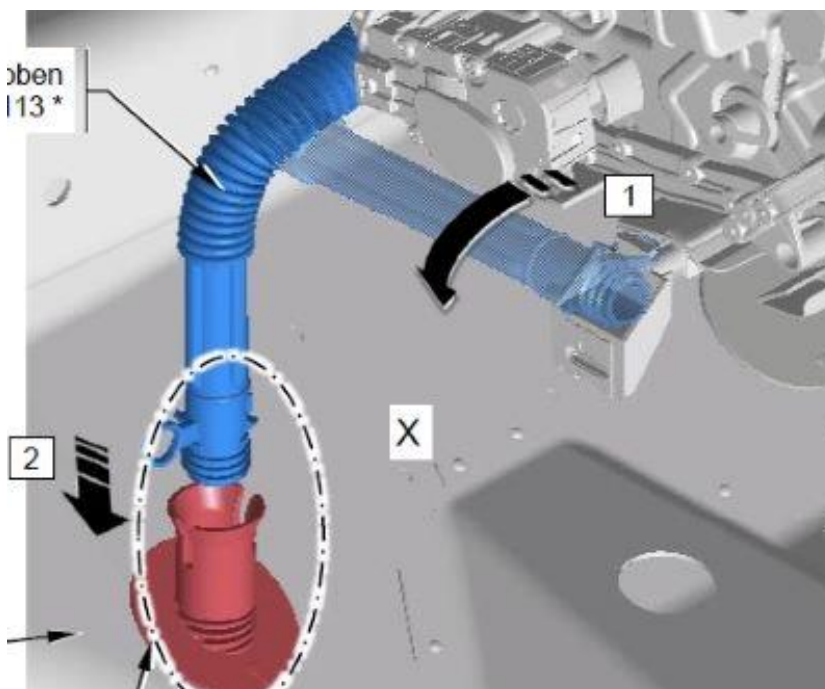


Figure 3: Assembly overview for the Audi Q6 e-tron and A6 e-tron.

When billing, please always attach a photo that clearly shows the complaint to DOC-It. To ensure a reference to the vehicle, the photo must include the chassis number and the date. The photo must not be edited. The photo should be in focus and be taken with sufficient light. A high resolution is not necessary. If appropriate, please mark the location of the problem so that parts analysis have a clear reference to the complaint. Please ensure that the photo documentation does not show any persons and/or faces, vehicle registration numbers (number plates) or customer data.

Warranty

Claim Type:	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 2076642/2		

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.

Please note the information on predecessors and items that are included and excluded in the repair operations as well as any associated tasks.

Please bill any secondary damage according to the time required.

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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