Technical Service Bulletin Transaction No.: 20101462

87 Unpleasant odor from heating and ventilation system Release date: May 19, 2009

Condition

| REVISION HISTORY | | |
|---|---|---|
| Revision | Date | Purpose |
| 7 | - | Revised header data to add MY 2010<br>Revised Required Parts and Tools (provided price) |
| 6 | 1/14/2009 | Revised header data to add MY 2009 |
| 5 | 12/5/2008 | Revised Title to include Repair Group |

Unpleasant “musty” odor from heating and ventilation system. Odor mainly occurs after vehicle has been sitting unused at least 5 hours and within 20 to 60 seconds after vehicle is first started.

Technical Background

Condensate is a normal condition in all A/C systems. If odor is noticeable without engine started, this may be due to mold and mildew in the passenger compartment, not from the A/C system. All other possible sources of unpleasant odor must be addressed before performing this Technical Service Bulletin. Consider the following conditions before proceeding:

- Evaporator housing drain must be open and free of debris.
- Cabin must be sealed with no water ingress into the passenger compartment.
- Plenum drains must be clear and free of debris.
- Pollen filter must be clean and free of moisture.

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Contaminants are effectively neutralized using the Aircomatic® II Ultrasonic Climate System Cleaner (VAS 6189A) and Airco-Clean® Ultrasonic Air Conditioning Treatment (VAS 6189/1). All other cleaning methods are no longer permitted.

Production Solution

Not applicable.

Service

1. If the vehicle is equipped with a pollen filter that is located inside the cabin such as in the A3, A6 and Audi Q7 then the pollen filter element will need to be removed and its cover reinstalled before performing this procedure.

2. Start engine.

3. Set climate control temperature to its lowest setting. Set fan speed to its lowest setting. Set airflow direction to the dash vents only. Activate recirculation and ECON modes.




Figure 1. Climate control settings.

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4. Thoroughly shake a 100ml bottle of treatment and empty the bottle into the filling chamber.



Figure 2. Pouring the treatment into the filling chamber.

5. Connect the outlet tube.



Figure 3. The outlet tube, connected.

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6. Place the cleaning unit into the passenger footwell, making certain that the unit is as level as possible. Connect the power cord and route it through a slightly opened window. The remaining windows and sunroof should be completely closed.



Figure 4. Proper usage of the cleaning unit.

7. Switch unit on and position the outlet tube such that the vapor is drawn into the recirculation air intake, generally in the passenger footwell area. Refer to the appropriate repair information for exact location. Close all doors. The atomized cleaning fluid will begin coming out of the vents. After about 15-20 minutes, the treatment stops automatically.

8. If the vehicle is an Audi Q7 with 4 zone climate control, the rear A/C unit is to be treated as well. Repeat the procedure for the rear A/C unit. Use the same A/C settings as were used for the front A/C unit. Position the outlet tube toward the vent on the left of the rear compartment.

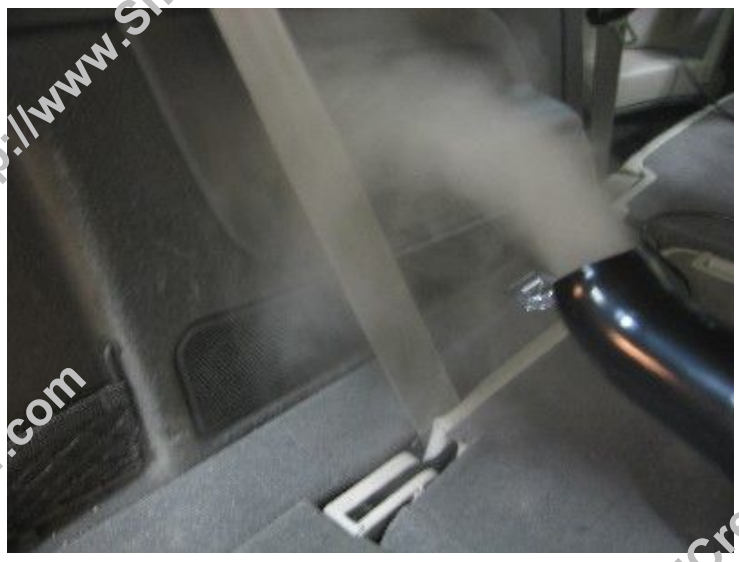


Figure 5. Correct positioning of the outlet tube.

9. Air out the vehicle after the procedure for about 10 minutes.

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10. Check the Aircomatic® manual for instructions for unit maintenance after each use.

Warranty

- This procedure will be allowed only once per vehicle within the first 12 months of service and within the New Vehicle Limited Warranty.
- There must be an original customer complaint of the specified odor symptom on the repair order for this Technical Service Bulletin to apply. Adding on this procedure is not permitted.
- Subsequent applications, should they become necessary, will be the customer's responsibility.
- Replacement of the pollen filter under warranty is not allowed within the performance of this procedure. The pollen filter is covered only where specified at the appropriate maintenance interval.

When procedure applies to vehicles under warranty, use the following:

| | | | |
|---|---|---|---|
| Claim Type: | Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only. | | |
| Service Number: | 8760 | | |
| Damage Code: | 0049 | | |
| Labor Operations: | Air conditioner clean-Audi Q7 | 87 01 29 40 | 135 TU |
| | -or- | | |
| | Air conditioner clean-all models except Audi Q7 | 87 01 29 40 | 70 TU |
| Diagnostic Time: | GFF | No allowance | 0 TU |
| | Road test prior to service procedure | 0121 0002 | 10 TU |
| | Road test after service procedure | 0121 0004 | 10 TU |

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| | Technical diagnosis at dealer’s discretion<br>(Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details) |
| Claim Comment: | As per TSB #2010146/7 |

Required Parts and Tools

| Part Number | Part Description | Quantity |
|---|---|---|
| VAS 6189A | Aircomatic® II Ultrasonic Climate System Cleaning unit | 1 |
| VAS 6189/1 | Airco-Clean® Ultrasonic Air Conditioning Treatment | 12 X 100ml bottles<br>(Price: $17 per bottle or $34 for 2 bottles) |

Additional Information

All parts and service references provided in this TSB are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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