



Technical Service Bulletin

RVU - A6 Avant rear washer hose (IT)

92 07 01 March 2, 2007, 2013391/3. Supersedes Technical Service Bulletin Group 92 number 06-03 dated Nov. 27, 2006 due to addition of Saga warranty information.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6 Avant	2006	All	Not Applicable

Condition

This Required Vehicle Update (RVU) is in effect for 15 months from date of publication. After that date, this RVU will expire and no longer be in effect.

Vehicle must meet ALL of the following criteria.

1. Procedure is valid only for vehicles that show the IT code in the ElsaWeb Campaign/Action Information screen on the day of repair
2. Vehicle must be within the Limited New Vehicle Warranty.
3. Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.

Procedure must also be performed on applicable vehicles in Dealer inventory.

This RVU has been proactively released to prevent the following condition from occurring in the vehicle.

Customer may complain that the rear window washer is leaking.

Technical Background

On Audi A6 Avant vehicles built within a specific period, it is possible that the hose for the rear window washer may become damaged by constant bending and start leaking.

Production Solution

Improved production.

Service

A reinforcing hose must be installed on the affected vehicles.

Check:

Please check your ElsaWeb Campaign/Action Information screen to verify that RVU IT has not already been performed. If the entry is not listed, carry out the required work in accordance with instructions.

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Repair Instructions:

Special tools, testers, measuring instruments and auxiliary items required

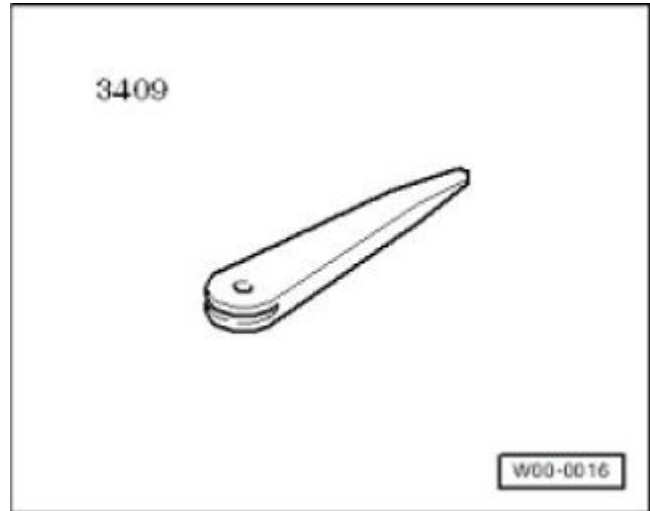


Figure 1. Removal wedge 3409 is required to perform this repair.

Removing D-pillar trim (left-side)

- Carefully pry out luggage compartment light (Figure 2, 1) from opening in headliner using removal wedge 3409 (Figure 2, 3409).
- Unplug electrical connector.

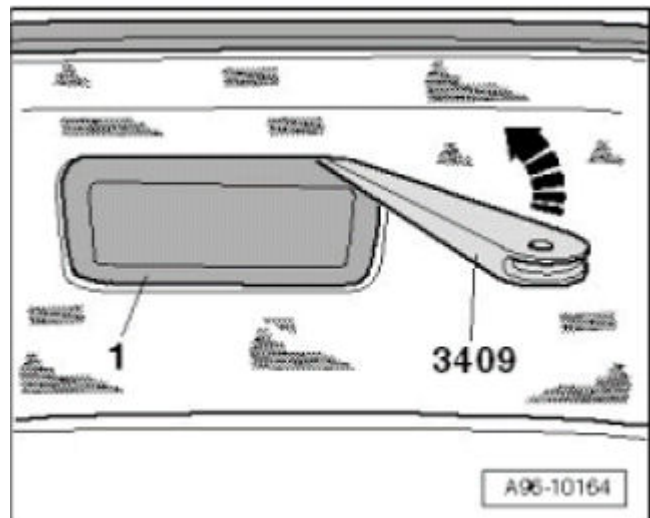


Figure 2. Use removal wedge 3409 to pry out the luggage compartment light (1).



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- Remove cover from luggage compartment side trim.
- Remove bolt (Figure 3, 1).
- Pry spring clips out of body panel.

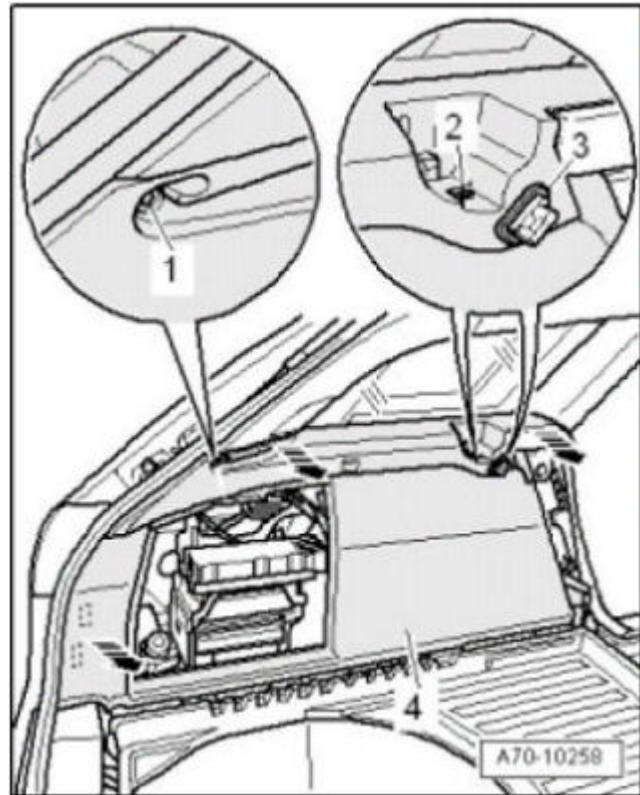


Figure 3. Remove the luggage compartment side trim.

- Remove bolt (Figure 4, 1).
- Pull D-pillar trim (Figure 4, 2) away from body panel.

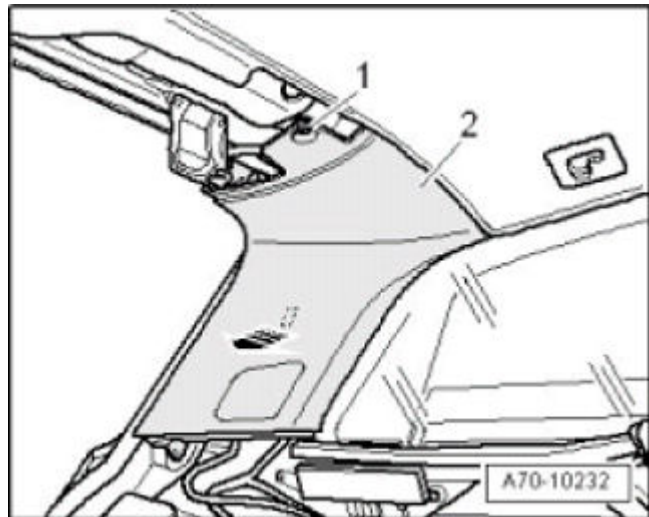


Figure 4. Remove bolt (1) and pull D-pillar trim (2) away from body panel.

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Checking hose for rear window washer leak:

A reinforcing hose has to be installed in the area marked to protect the rear window washer hose.



Figure 5. A reinforcing hose must be installed in the area marked in red to protect the rear window washer hose.

- Measure a distance of 15 mm (Figure 6, A) from the cable tie, and mark this point with a suitable pen.



Figure 6. Measure a distance of 15 mm (A) from the cable tie.

- Open cable tie.



Figure 7. Open cable tie.

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- Pull cap off rear window washer nozzle.



Figure 8. Pull cap off rear window washer nozzle.

- Operate the rear window washer for approximately five seconds while a second mechanic holds a finger over the washer nozzle to keep it closed.
- Then check the hose for leaks in the vicinity of the cable tie (visual inspection).

If the rear window washer hose is leaking, it must be repaired as described in TSB 2013209/1 *Hose to rear washer jet leaking*.



Figure 9. Have a second mechanic hold a finger over the washer nozzle to keep it closed. Operate the rear window washer for approximately five seconds.

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If the rear window washer hose is *not* leaking, proceed as follows:

- Install the reinforcing hose (which is slit open for this purpose). The lower end of the hose starts at the marking (Figure 10).
- Hold the hose in its final position and check the position of the slit. Turn the reinforcing hose so that the slit faces the body of the vehicle.
- Wrap fabric-backed adhesive tape tightly around the reinforcing hose.



Figure 10. The lower end of the reinforcing hose starts at the point marked here with an arrow.

- Measure a distance of 15 mm (Figure 11, A) from the end of the reinforcing hose, and mark this point with a suitable pen.



Figure 11. Mark 15 mm from the end of the reinforcing hose.

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- Secure the hose with a cable tie at the point marked (Figure 12). Cut off excess length from cable tie.



Figure 12. Secure the hose with a cable tie at this spot.

- Install hinge cover.
- Check that the hose has sufficient clearance and does not chafe with the tailgate open.



Figure 13. Ensure the hose has sufficient clearance and does not chafe when the tailgate is open.

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- Check that the hose has sufficient clearance and does not chafe with the tailgate closed.
- Check function of rear window washer.
- Top up washer fluid. Install trim components in reverse sequence to removal.



Figure 14. Ensure the hose has sufficient clearance and does not chafe when the tailgate is closed.

Warranty

Required Vehicle Update Technical Bulletin Time Requirements/ Reimbursement

To ensure prompt and proper payment, be sure to enter, immediately upon completion of the repair work, the applicable reimbursement code listed below. Claims will only be paid for vehicles that show the IT code in the ElsaWeb Campaign/Action Information screen on the day of repair.

IT Data Entry Procedure Use Claim Type RC

Repair Code (Damage Code Field)	Time Units	Work Scope
IT11	10 TU	Check hose for rear window washer. If hose <i>is</i> leaking, perform repair under warranty according to TSB 2013209/1.
IT12	50 TU	Check hose for rear window washer. If hose is <i>not</i> leaking, install reinforcing hose.
There is <u>NO</u> Reimbursement for Vehicle Wash or Loaner Vehicle		

The system automatically enters parts and labor applicable to the above listed code.

For vehicles that, according to your information, cannot be corrected or reached, and one of the codes below best describe the reason, please enter one of the applicable codes into the system:

- IT20 Customer Refused Repairs
- IT30 Total Loss
- IT40 Vehicle Stolen
- IT50 Vehicle Exported



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If the vehicle is outside of the specified warranty period, the customer has the option to pay for the repair.

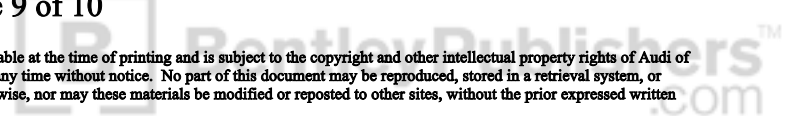
- *If the customer agrees to pay for the repair:*

The dealer should enter a IT10 (no pay) claim into the warranty system. This will close the code out of ElsaWeb. In this claim, the dealer should note the actual repair order number and date of repair in the comment lines.

- *If the customer does not agree to pay for the repair:*

The dealer should enter a IT20 (no pay) claim into the warranty system to indicate that the customer has refused the repair.

IT00 Saga Claim Entry Procedure		
Check ElsaWeb to determine whether the IT / IT00 campaign is open.		
Service No.: IT00		
Damage Code: 0099		
Parts Manufacturer - Removed part: 002		
Claim Type		
Sold vehicle = 7 10		
Unsold vehicle = 7 90		
Saga Accounting Instructions		
Criteria I.D. 01	Check hose for rear window washer. If hose is leaking, perform repair under warranty according to TSB 2013209/1	
Repair operation:	9294 23 99	10 TU
2	4F9 955 197	Hose
2	N 909 377 02	Cable tie 4.6 x 193
2	000 979 950	Fabric-backed adhesive tape
OR		
Criteria I.D. 01	Check hose for rear window washer. If hose is NOT leaking, install reinforcing hose.	
Repair operation:	9294 23 99	50 TU
2	4F9 955 197	Hose
2	N 909 377 02	Cable tie 4.6 x 193
2	000 979 950	Fabric-backed adhesive tape





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There is no reimbursement for vehicle wash or loaner vehicle.

If the vehicle is outside of the specified warranty period, the customer has the option to pay for the repair.

If the customer agrees to pay for the repair:

Fax the information to VWoA and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date.

If the customer does not agree to pay for the repair:

Fax the information to VWoA and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date.

Additional Required Vehicle Update Technical Service Bulletins

Some of the affected vehicles may be involved in additional Required Vehicle Update Technical Service Bulletins. Please check your ElsaWeb Campaign/Action Information screen so that any additional required work can be done simultaneously.

Required Vehicle Update Technical Service Bulletin Verification

For verification, always check the ElsaWeb Campaign/Action Information screen. The ElsaWeb system are the only binding inquiry and verification systems; other systems are not valid and may result in non-payment of a claim.

Help for Claim Input

For questions regarding claim input, contact your appropriate Warranty Claim specialist. Please do not contact the Campaign Helpline regarding claim input.

Required Customer Notification

Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates completed under this Required Vehicle Update Technical Service Bulletin.

Required Parts and Tools

Part Number	Part Description	Quantity
4F9 955 197	Hose	2
N 909 377 02	Cable tie 4.6 x 193	2
000 979 950	Fabric-backed adhesive tape	2

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

