

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A5, S5 (FU)	2025 – 2026	All	Not applicable
A6 Sedan (FN)	2026 – 2027		

REVISION HISTORY

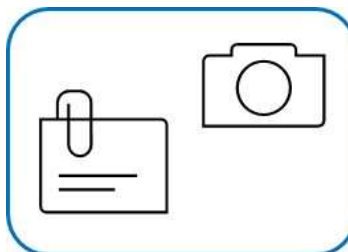
Revision	Date	Purpose
3	-	Revised header (Add model year) Revised Warranty (Add statement)
2	02/18/2026	Revised title (Change to text) Revised header (Add Model and model years) Revised <i>Condition</i> (Change to text) Revised <i>Technical Background</i> (Change to text) Revised <i>Service</i> (Change to text, documentation requirement added)
1	09/09/2025	Initial publication

Customer states:

The windscreen washer system is not working.

Workshop findings:

The customer complaint can be confirmed.



Documentation required

Technical Background

The windscreen washer system does not work because the hose is squashed/kinked at the hood hinge. Possible causes:

1. The claw clip has been tightened too much and is therefore blocking the washer fluid hose.
2. The clips have been positioned incorrectly at the factory.

In both cases, the issue can be repaired without replacing the washer fluid hose.

Production Solution

Not applicable.

Service

Optimized routing of washer fluid hose. In addition to a hot air blower, this also requires the material specified under parts information.

Figure 1 shows the kink in the washer fluid hose.



Figure 1. Kink in washer fluid hose.

Figure 2 shows the correct routing of the washer fluid hose.



Figure 2. *Correct routing of washer fluid hose.*

The following must be checked first.

The distance between the claw clip and the pine-tree clip should be 160mm (+5mm maximum tolerance) (refer to Figure 3). The claw clip must be at 90 degrees to the pine-tree clip to ensure that the hose can be positioned in the correct location in the engine compartment and bonnet without being twisted (refer to Figure 3). Check the extrusion line on the hose to determine whether it is twisted. To do this, release both clips. It is then possible to check whether the clips are oriented correctly without tension.



Figure 3. Clip position.

The kink in the EPDM hose can be “massaged” out using heat (hot air blower). It should then be possible to bend it through 180 degrees without kinking it.



NOTICE

If a repair is not possible, the washer fluid hose must be replaced completely. To do so, please replace the entire washer fluid hose along with the clips and send it in to Audi of America.

Secure claw clip 3D0971838 (index E or M) with a cable tie, making sure that the hose is not squashed. Then wrap the clip with fabric adhesive tape N 10591902 as shown in Figures 4 and 5.

Position pine-tree clip N 91144301 correctly and wrap it in tape.



Figure 4.



Figure 5.

Finally, check the function of the windscreen washer system. The windscreen washer system should work once the hood has been closed.

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 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:	9277		
Damage Code:	0010		
Labor Operations:	Repair windscreen washer hose	9254 4199	30 TU
	if necessary:		
	Replace windscreen washer system hose	9254 5599	Please bill according to the time required
Claim Comment:	As per TSB 2079245/3		

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

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.

Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.	
Part Number	Part Description
3D0971838 E or 3D0971838 M	Claw clip
N10591902	Fabric adhesive tape

Additional Information

All part and service references provided in this TSB (**2079245**) 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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