

Section	Content
TECHNICAL PROBLEM (<PROBLEM>)	Customer Statement: Strong, musty, or "dirty sock" odor when the Air Conditioning (AC) is first turned on. Odor is stronger in damp weather.
Workshop Conclusion	Confirmed: Odor present from AC vents. No DTCs stored in the HVAC system.
CAUSE (<URSACHE>)	Build-up of bacteria and mold on the A/C Evaporator core due to poor drainage or insufficient drying cycle. Exacerbated in high-humidity climates.
SERIES/INTRODUCTION (<SERIE>)	Revised Activated Charcoal Cabin Filter (improved anti-bacterial coating) introduced 2023-01-01.
CUSTOMER SOLUTION/PROCEDURE (<KD>)	1. Check the vehicle's Cabin Filter replacement history. 2. IF filter was last replaced before 2023-01-01 (or history is unknown): MANDATORY: Replace the filter with the new OE Activated Charcoal unit. 3. IN ALL CASES: Perform the Evaporator Chemical Cleaning and Deodorizing Procedure (using OE chemical foam kit). 4. Note: If the vehicle is registered in a coastal/high-humidity region (check dealer code), apply a long-life anti-microbial coating after cleaning.
BILLING (<ABRECHNG>)	Damage Cause Part Code: 8710/T001 (Evaporator Cleaning), 8710/T002 (Filter/Cleaning Combo).
PARTS INFORMATION (<ET-HINW>)	OE Number: 8K0.819.439.B (Activated Charcoal Filter), G 052 170 A2 (Evaporator Cleaning Foam Kit).
DTCS (<DTCS>)	No relevant DTCs.