

Technical Service Bulletin



87 Uncomfortable passenger compartment temperature

87 14 50 2037213/1 May 14, 2014.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2014	066178 - 999999	Not Applicable

Condition

- The customer may report that after a specific temperature is selected in AUTO mode, the resulting airflow and temperature are uncomfortable.



Tip: The customer complaint is subjective and may be difficult to diagnose during a road test. Perform a test drive with the customer both before and after this repair to ensure a thorough understanding of the customer's concern.

- DTCs for mechanical malfunction of one or more air distribution control motors may be stored in the air conditioning/heating control unit, J255 (address word 08).

Technical Background

At certain outside temperatures and in certain operating conditions, the temperature in the passenger compartment fluctuates. This fluctuation is caused by the unventilated sensor in the air conditioning control panel.

Production Solution

The sensitivity of the passenger compartment has been optimized. New software in the air conditioning/heating control unit, J255 (and in the rear air conditioning/heating control unit, J265, if equipped) addresses the condition.

Technical Service Bulletin



Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732, *00 Software Version Management (SVM), operating instructions*.
2. Update the air conditioning/heating control unit, J255 (address word 08), using the SVM action code as listed in the table below, if necessary. If equipped, the rear air conditioning/heating control unit, J265 (address word 28), will also be updated by this SVM action code.

Model	Control Unit	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
A6/A7 (3-Zone, PR: 9AK)	J255 (08)	4G0820043*	*	4G0820043*	0096	08A017
A6/A7 (3-Zone, PR: 9AK)	J265 (28)	4G0919158*		4G0919158*		
A6/A7 (4-Zone, PR: 9AQ)	J255 (08)	4G0820043*	*	4G0820043*	0096	
A6/A7 (4-Zone, PR: 9AQ)	J265 (28)	4G0919158*		4G0919158*		

Technical Service Bulletin



Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	8711		
Damage Code:	0039		
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (45 TU Max)
	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	0121 0004	10 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2037213/1		

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.

Additional Information

The following Technical Service Bulletin will be necessary to complete this procedure:

- TSB 2011732 *00 Software Version Management (SVM), operating instructions*.

All part and service references provided in this TSB (2037213) are subject to change and/or removal. Always check with your Parts Dept. and service manuals for the latest information.