



Technical Service Bulletin

87 HVAC control head display segments missing

87 19 94 2055714/1 August 7, 2019.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, and Q7	2017 - 2019	All	Not Applicable
A5, A5 Sportback, and A5 Cabriolet	2018 - 2019	All	Not Applicable

Condition

Customer states:

The front A/C display control head display is not sharp or it may be missing display segments (Figure 1).



Figure 1. Display clarity is not sharp or may be missing segments.

Technical Background

Not applicable.



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Production Solution

Improved central screen electronics and manufacturing processes have been implemented in production.

Service

If this symptom is present, then replace the front A/C display control head E87.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	8704		
Damage Code:	0030		
Labor Operations:	A/C display control head replace	8704 5500	See SRT
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 40 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2055714/1		

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.



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Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA/VIN Specific	Display and operating unit with the control unit for electronic air conditioner regulation	See ETKA/ELSA
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA

Additional Information

All parts and service references provided in this TSB (2055714) are subject to change and/or removal.

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