



Technical Service Bulletin

87 Rear HVAC control display segments are missing

87 20 08 2061005/1 October 15, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6 allroad, Audi e-tron Sportback	2020	All	Not Applicable
A6, A7, Q7, Q8, A8, and Audi e-tron quattro	2019 -2020	All	Not Applicable

Condition

Customer states:

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



Figure 1. Rear A/C control display E265 with missing readout segments.

Technical Background

A problem with the printed circuit panel was discovered in production.



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Production Solution

An improved process for the manufacture of the printed circuit panel for the display unit E265 was implemented in production.

Service

If this symptom is present, then replace the rear A/C display control head E265.

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:	0040		
Labor Operations:	A6, A6 Avant, A6 allroad, A7, Audi e-tron quattro, and Audi e-tron Sportback:		
	Rear A/C control remove and reinstall	8704 1900	See SRT with associated operations
	A8:		
	Rear A/C control remove and reinstall	8811 1900	See SRT with associated operations
	Q7:		
	Rear A/C control remove and reinstall (MY 2019)	8811 1900	See SRT with associated operations
	Rear A/C control remove and reinstall (MY 2020)	8811 1902	See SRT with associated operations
	Q8:		
	Rear A/C control remove and reinstall	8811 1900	See SRT with associated operations



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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 #2061005/1		

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.

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	Display and operating unit with the control unit for electronic air conditioner regulation, rear	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 (2061005) are subject to change and/or removal.

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