

Technical Service Bulletin

87 Rear HVAC control head "off" button does not respond

87 20 09 2060985/1 October 16, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, A8, S6, S7, S8, Q8, and Audi e-tron quattro	2019 - 2020	All	Not Applicable
Q7, SQ7	2018 - 2020	All	Not Applicable
A6 Avant, SQ8, RSQ8, Audi e-tron Sportback	2020	All	Not Applicable

Condition

Customer states:

- When making adjustments to the rear HVAC system on the rear A/C display control head E265 it is not possible to switch off the rear HVAC system using the "off" button. The HVAC system can, however, still be switched off using the front HVAC controls.

Workshop findings:

- No relevant DTCs are stored.

Technical Background

The current software level in the electronic central control module (BCM 1), J519 (address word 0009) address blocks the "off" button input from the rear HVAC control.

Production Solution

New software in the electronic central control module (BCM 1), J519 (address word 0009) has been implemented in production.



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Service



Applies to vehicles with high-voltage components:

To prevent charging of the high-voltage battery during the software update, the high-voltage cable is to be removed BEFORE entry of the SVM code on vehicles with high-voltage components. Charging the high-voltage battery during a software update can lead to damage of the high-voltage components.

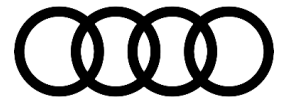
SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the electronic central control module (BCM 1), J519 (address word 0009) using the SVM action code as listed in the table below, if necessary:

Model	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code Input
A6, A6 allroad, A7, A8, Q7, Q8, Audi e-tron, and Audi e-tron Sportback	4N0907063*	0652	4N0907063*	0653	09A052

Warranty

Claim Type:	• 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:	0039		
Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 50 TU)



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Diagnostic Time:	GFF	No allowance	0 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 #2060985/1		

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(s) 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 (2060985) 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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