



# Technical Service Bulletin

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## 87 HVAC control head switches to 'off' after the sleep cycle

87 21 17 2064830/1 November 22, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi e-tron GT, Audi RS e-tron GT	2022 - 2023	All	Not Applicable

## Condition

### Customer states:

- If the vehicle is off for a period of time long enough where the vehicle goes into a bus sleep cycle the customer states that when reentering and starting the vehicle the HVAC control head is discovered in the “off” mode despite the customer not having selected this mode. The customer must then turn the HVAC system back on.

### Workshop findings:

- No DTCs are stored in the A/C control module, J301 (address word 0008). This symptom is intermittent and may be difficult to reproduce.

## Technical Background

The HVAC control head can intermittently misinterpret the customer's last settings input and default to “off” mode after a bus sleep cycle. The software for the A/C control module, J301 (address word 0008) needs to be updated. Software version 0525 is affected.

## Production Solution

Improved air conditioning system control unit SW 0710 has been released in production.

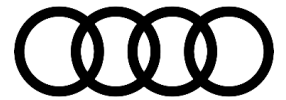
## Service



### 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 damage the high-voltage components.



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## SVM Update Instructions

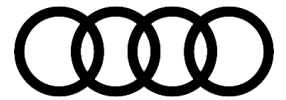
1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions.*
2. Update the A/C control module, J301 (address word 0008) using the SVM action code as listed in the table below, if necessary:

Model	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code Input
Audi e-tron GT, Audi RS e-tron GT	4J3907040*	0525	4J3907040*	0710	08A033

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	8711		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 50 TU)
<b>Diagnostic Time:</b>	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
<b>Claim Comment:</b>	As per TSB #2064830/1		

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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## 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 (2064830) 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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