



Technical Service Bulletin

87 Defrost function deactivates after 5 to 10 seconds

87 23 62 2068909/4 November 1, 2023. Supersedes Technical Service Bulletin Group 87 number 23-41 dated May 22, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron	2022 – 2023	All	Not Applicable
Q4 Sportback e-tron	2023		

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Technical Background</i> (Add description of malfunction) Revised <i>Service</i> (Add service solution statement) Revised <i>Warranty</i> (Add warranty table with applicable SRT)
3	05/22/2023	Revised header (Revised software levels) Revised <i>Technical Background</i> (Remove software level restriction)
2	02/02/2023	Revised header (Add new software levels) Revised <i>Technical Background</i> (Add software level)

Customer states:

When the front windshield defrost function is activated the function deactivates within 5 to 10 seconds.

Workshop findings:

While this symptom can be replicated, all other climate control functions are operable and have no functional restriction.

Technical Background

Incorrect calibration in the 08 - HVAC Electronics causes this interruption.

Production Solution

Not applicable.

Service



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Go to Guided Functions and follow the test plan “0008 Check control module configuration”. This will change an adaptation value in the HVAC electronics control unit -J979- and remedy this behavior.

Warranty

Claim Type:	• 110 Up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	8711		
Damage Code:	0040		
	GFF	0150 0000	Time stated on the diagnostic protocol (Max 30 TU)
Labor Operations:	Road Test Before the Procedure	No Allowance	0 TU
	Road Test After the Procedure	No Allowance	0 TU
Claim Comment:	As per TSB 2068909/4		

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

All part and service references provided in this TSB (**2068909**) 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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