



Technical Service Bulletin

PSS 91 MIB3: air conditioning function favorite on the lower display is lost

91 23 52 2072285/1 December 1, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A6 allroad, S6, RS 6 Avant, A7, S7, RS 7, A8, S8, e-tron quattro, e-tron Sportback quattro, Q7, SQ7, Q8, SQ8, and RS Q8	2021 – 2023	All	Not Applicable
A7 e quattro	2021 – 2022		
A8 e quattro	2021		
e-tron S, e-tron GT, and RS e-tron GT	2022 – 2023		
Q8 e-tron, Q8 e-tron Sportback, SQ8 e-tron, and SQ8 Sportback e-tron	2024		

Condition

Customer states:

- The air conditioner favorite on the lower screen (for example, A/C MAX or Steering Wheel Heating) is periodically lost.
- The function can still be accessed via the HVAC menu (...) on the lower screen (Figure 1).



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Figure 1: HVAC favorite / HVAC menu.

Workshop findings:

- No relevant DTCs are stored.

Technical Background

A software related issue causes the favorite to be periodically lost.

Production Solution

New MMI software for MY24 (CL39).

Service



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1. Explain to the customer that a solution is expected to be available by the end of the 4th quarter of 2024 (subject to change) and that no repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer's concern.
2. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links* >> *Service*).

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All part and service references provided in this TSB (**2072285**) 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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