



Technical Service Bulletin

87 Heat from rear vent insufficient - DTC B108911

97 24 06 2072931/1 February 9, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2022 – 2024	All	Not Applicable

Condition

Customer states:

While heating the cabin the heat intensity, specifically at the rear vent, intermittently produces no heat or the heat intensity is insufficient.

Workshop findings:

The symptom can be reproduced. The following DTC may be stored in HVAC Electronics (automatic control) - J979-, (address word 0008):

- **DTC B108911:** Rear outlet temperature sensor, Short circuit to Ground (GND).

The DTC may be stored as either static or passive/sporadic.

Technical Background

With the rear vent removed the rear vent temperature sensor G174 can be visually inspected. The G174 vent temperature sensor is found to be in place and undamaged. The electrical wiring to the rear sensor, however, is discovered pinched or chafed causing a short to ground against the center tunnel structure.

Production Solution

The position of the G174 rear vent temperature sensor and the electrical harness routing to the rear vent temperature sensor has been changed in production to minimize wiring damage during assembly.

Service



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1. Remove the rear vent and inspect the wiring harness routing. Figure 1 shows the incorrect harness routing that can cause the wiring damage.



Figure 1. Harness routing prone to damage in assembly.

2. Rotate the rear vent temperature sensor 180° and route the harness wiring as shown in Figure 2. This will reduce the harness exposure and possible wiring damage when the rear vent is installed.



Figure 2. Corrected rear vent temperature sensor position and harness routing.

3. Repair any damaged wiring found using the VAS1978C Wiring Harness Repair Set and the wiring repair processes in ElsaPro.

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 of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9709		
Damage Code:	0029		
Labor Operations:	Interior temp sensor (rear) remove and reinstall	8758 1958	See SRT with associated operations




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	Central wiring harness repair. Use appropriate SRT based on required number of wires repaired.	9709 41XX	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 10 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 2072931/1		

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

Tool Number	Tool Description
VAS 1978C	 Wiring harness repair set

Additional Information

All part and service references provided in this TSB (**2072931**) 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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