



Technical Service Bulletin

87 Defrost function deactivates after 5 to 10 seconds and / or MMI settings lost

87 24 69 2068909/5 March 12, 2024. Supersedes Technical Service Bulletin Group 87 number 23-62 dated November 1, 2023 for reasons listed below.

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

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised header (Additional model years, additional software variant) Revised <i>Condition</i> (add symptom) Revised <i>Service</i> (Temporary service solution altered) Revised <i>Warranty</i> (Change to service number, damage code and SRT's)
4	11/01/2023	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)

Customer states:

When the front windshield defrost function is activated the function deactivates within 5 to 10 seconds and/or

The climate control relevant settings in the MMI are lost.

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



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Not applicable.

Service

The following set of instructions will resolve these symptoms until a permanent solution is released. First, work through the following steps:

1. With the ignition turned on, switch to the guest user in the MMI.
2. Once this profile has loaded successfully, switch back to the original user.
3. Turn off the ignition, lock the vehicle, and allow the vehicle to go into to bus sleep mode.

If the symptoms are not resolved, work through the following steps:

1. Note the current myAudi user profile settings then reset them MI to factory settings.
2. Create a new myAudi user in the vehicle (as it was before the factory reset).
3. After completing the setup for the new user, switch to the guest user.
4. Once the guest user has loaded successfully, switch back to the original user.
5. Turn off the ignition, lock the vehicle and allow the vehicle to go into sleep bus mode.

The symptoms are then resolved and the defrost function does not deactivate itself. Do not change the user profile. If the user profile is changed, these symptoms can reoccur.

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:	8704		
Damage Code:	0039		
Labor Operations:	Check display and operating unit control unit	9196 0199	20 TU
	And, if necessary:		
	Check and adjust display and operating unit control unit	9196 0599	10 TU
	Vehicle check (data bus sleep mode)	0689 0199	10 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU



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	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2068909/5		

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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