



# Technical Service Bulletin

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## 91 PSS myAudi air conditioner and charging timer error

91 24 04 2073663/1 April 26, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q8 e-tron, Q8 e-tron Sportback, SQ8 e-tron, SQ8 Sportback e-tron, e-tron GT, and RS e-tron GT	2024	All	Not Applicable

## Condition

This bulletin applies to MY24 e-tron GT, Q8 e-tron, Q8 e-tron Sportback vehicles only.

### Customer states:

- An error occurs when trying to set the air conditioner and charging timers via the myAudi app.
- The charging target and charging location cannot be set via the myAudi app. A message appears with the code **BFF.4002**.

### Caption:

*The desired charging target could not be sent.*

*An error has occurred. Please try again*

*Error: R.F412T – E.BFF.4002*

### Workshop findings:

- No relevant DTCs are stored.
- The complaint can be reproduced in the myAudi app. The settings can still be made in the vehicle's MMI.

## Technical Background

This PSS only applies to model year 2024 e-tron GT, Q8 e-tron, Q8 e-tron sportback vehicles with software 0025 in Da0019.

## Production Solution

This bulletin will be updated when more information is available. A solution is currently under development.



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## Service

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 (**2073663**) 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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