



# Technical Service Bulletin

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

87 24 85 2068909/8 August 29, 2024. Supersedes Technical Service Bulletin Group 87 number 24-83 dated July 31, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2022 – 2025	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
8	-	Revised header (Add MY 2025)
7	07/31/2024	Revised <i>Production Solution</i> (change implementation date) Revised <i>Service</i> (Pre-conditioning function statement added)
6	07/19/2024	Revised header (Add PR restriction, additional control unit and software levels)

### 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 1

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



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## Production Solution

The complaint is resolved in series production with ME 5.0 combined software from CW 27/24.

## Service

The following set of instructions will resolve these symptoms. 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 the MMI 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.

The issue is then resolved and the defrost function does not deactivate itself. Within 15 seconds of changing the user in the vehicle, the MAX defrost function will continue to deactivate itself within the first five to ten seconds.

If settings were changed or new favorites stored on the MMI, it is recommended to perform the first three steps of the above workaround again.

The pre-conditioning function enables the vehicle to be cooled before being driven in summer or heated up in winter. The activation of the pre-conditioning function can be planned and by entering a departure time, it



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can be started directly before a trip. The functions can be programmed and activated in the MMI and conveniently switched on using the myAudi app. The pre-conditioning function works regardless of whether the vehicle is currently being charged via the charging infrastructure or not – a prerequisite being that the battery is sufficiently charged. The air conditioning can be started for a short time when unlocking the vehicle with the remote control key.

During the winter season the MAX defrost function is most effective when using the pre-conditioning function.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	8704		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	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
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB 2068909/8		

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.



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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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