



# Technical Service Bulletin

## 87 PSS: HVAC control head E87 loses settings after bus sleep cycle

87 24 86 2074793/2 August 29, 2024. Supersedes Technical Service Bulletin Group 87 number 24-84 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
2	-	Revised header (Add MY 2025) Revised <i>Condition</i> (Add MY 2025 to affected vehicle range)
1	08/01/2024	Initial publication

**This bulletin applies to MY2022 – 2025 Q4 e-tron vehicles only.**

### Customer states:

The customer complains that the most recent settings on the front A/C display control head are sporadically no longer present after the vehicle is started.

### Workshop findings:

The complaint can be sporadically reproduced in the workshop.

## Technical Background 1

Software issue.

## Production Solution

Combined update ME 5.4 (expected to be introduced in first quarter of 2025).



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## Service

Explain to the customer that a solution is expected to be available by the end of the first quarter of 2025 (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.

Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links >> Service*).



**Tip: If this issue occurs, the preferred settings can be selected again individually on the air conditioner control console.**

## Warranty

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

## Additional Information

All part and service references provided in this TSB (**2074793**) 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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