



Technical Service Bulletin

87 PSS: HVAC control head lighting flickers intermittently

87 24 88 2071176/4 August 29, 2024. Supersedes Technical Service Bulletin Group 87 number 24-76 dated June 21, 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 |
| 4 | - | Revised header (Add Model Year 2025) Revised <i>Condition</i> (Add Model Year 2025 to model year application) |
| 3 | 06/21/2024 | Revised header (Add affected software level) Revised <i>Condition</i> (Add affected software level) Revised <i>Service</i> (Solution target date extended) |
| 2 | 10/09/2023 | Revised header (Add Model Year 2022) Revised <i>Condition</i> (MY 2022 added to bulletin application) |

This bulletin applies to 2022 – 2025 Q4 with software 0460 and 0465 (address word 0008) only.

Customer States:

The lighting on the buttons for the front A/C display control head will occasionally flicker. During these episodes the control head will not accept any input.

Workshop Findings:

While this symptom is sporadic in nature, it is possible to reproduce.



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Technical Background 1

During the routine LIN communication between the front air conditioning control head (E87) and the 08 – HVAC Electronics control module (J979) a dissonance can occur in the communication LIN and results in sporadic flickering of the control head lighting.

Production Solution

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

Service

1. Explain to the customer that a solution is expected to be available by the end of the 1st quarter 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.
2. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links >> Service*). As soon as further information is known, this TSB will be updated.



Tip: A key cycle restores normal operation.

Warranty

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

Additional Information

All parts and service references provided in this TSB (**2071176**) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information on parts bulletins. Please check the repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.



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