



# Technical Service Bulletin

## 91 Air conditioner and charging timers, charging target and charging location cannot be set via myAudi app

91 24 60 2075406/1 September 26, 2024.

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

### Condition

#### Customer statement:

An error occurs when trying to set the air conditioner and charging timers via the myAudi app (Figure 1).

In addition, the charging target and charging location cannot be set via the myAudi app. A message appears with the code **BFF.4002**.

Could not send the  
desired target charge

An error occurred. Please try again.

Error: E:BFF.4002 (240419001851)

Try again

Close



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*Figure 1. This error appears in the myAudi app.*

## Workshop findings:

The complaint can be reproduced in the myAudi app. These settings can be made in the vehicle.

This TPI only applies to model year 2024 vehicles with software 0025 in diagnostic address 0019.

## Technical Background 1

This TPI only applies to **model year 2024** vehicles with **software 0025 in diagnostic address 0019**.

## Production Solution

Software and backend updates for software 3039 in diagnostic address 0019.

## Service

The backend has already been updated on delivered vehicles (up to week 28/24) and the function should be restored after logging out of the myAudi app and then logging in again.

The backend will automatically be updated monthly for vehicles with a delivery date after week 28/24, so that the function will be available in the following month.

In the event of escalation, please proceed as follows:

1. Open a DBS ticket referring to this TSB 2075406 and request the backend to be updated.

### NOTICE

**Try to reproduce the customer complaint (based on the description/cause of the issue), so that it can be clearly assigned to this TSB. The following repair must only be carried out if all the criteria (model/type, chassis number, engine/motor and gearbox code, PR number(s), part number, software version, code etc.) apply exactly. Otherwise, this solution will not eliminate the problem, and repeat repairs may be necessary. In such a case, we may reject the warranty claim and charge back the cost of the parts.**

## Warranty

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

## Additional Information

All part and service references provided in this TSB (**2075406**) 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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