



Technical Service Bulletin

87 Display on air conditioner operating unit for setting temperature - pixel fault/black

87 24 91 2075688/1 October 21, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, Q5 e quattro, Q5 Sportback, SQ5, and SQ5 Sportback	2022 – 2024	All	Not Applicable

Customer states:

The customer complains about a faulty temperature display on the air conditioner operating unit. The air conditioner is fully functional.

Workshop findings:

The complaint can be reproduced in the workshop. The temperature is displayed similarly to that shown in one of the images below.

Figure 1 shows a display with a missing temperature value, but the setting status is visible.



Figure 1. Display with missing temperature value.



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Figure 2 shows an active display, but with distorted pixels.



Figure 2. Display with distorted pixels.

Technical Background 1

Component voltage can cause internal pressure on the LCD panel, which can lead to a faulty display.

Production Solution

Not applicable.

Service

If the display on the air conditioner operating unit behaves as described above under workshop findings, remove the entire unit from the vehicle and unplug it. Then, reinstall the same air conditioner operating unit in the car. If the complaint continues to occur after this process, then the air conditioner operating unit is defective, and we recommend replacing it.

Please take photos of the customers' concern and upload them into DOC-IT with the repair order. Photos should:

- Have a date stamp and VIN reference.



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- Be taken in focus and with sufficient light.

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	8704		
Damage Code:	0040		
Labor Operations:	Control remove and reinstall	87 04 19 XX	See SRT with associated operations
	-or-		
	Control replace	87 04 55 XX	See SRT with associated operations
	GFF	01 50 00 60	Time stated on the diagnostic protocol
	Charge battery	27 06 89 50	See SRT with associated operations
	Road test prior to the service procedure	No allowance	0 TU
Road test after the service procedure	No allowance	0 TU	
Claim Comment:	As per TSB 2075688/1		

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.

Additional Information

All part and service references provided in this TSB (**2075688**) 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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