



# Technical Service Bulletin

## 87 Defrost function deactivates itself after 5 to 10 seconds / settings in MMI lost

87 25 96 2068909/9 January 9, 2025. Supersedes Technical Service Bulletin Group 87 number 24-85 dated August 29, 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
9	-	Revised title (Change to statement) Revised <i>Condition</i> (Change to statement) Revised <i>Technical Background</i> (Change to statement) Revised <i>Production Solution</i> (Change to statement) Revised <i>Service</i> (Change to statement) Revised <i>Warranty</i> (Modify table statement)
8	08/29/2024	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)

### Customer states:

The customer complains that the defrost function deactivates itself after five to ten seconds.

No other functions of the air conditioner are affected.

The customer complains that settings in the MMI are lost.

### Workshop findings:

The complaint can be reproduced in the workshop.

### Technical Background 1

Software issue.

### Production Solution

The complaint was resolved in series production with the ME 5.0 combined software in week 27/2024.



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## Service

A measure is not to be expected before the first quarter of 2025.

Please carry out the following workaround to resolve the complaint:

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. Then lock the vehicle and leave it for 15 minutes (put into bus sleep mode).

If the issue still occurs, please work through the following steps:

1. Reset the MMI to factory settings.
2. Create a new myAudi user in the vehicle (as it was before being reset to factory settings).
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. Then leave the vehicle for 15 minutes (put into bus sleep mode).

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

By warming the vehicle up before driving in the winter, the MAX defrost function on the air conditioner control console can be replaced relatively well.

## 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>
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<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
	Check and adjust display and operating unit control unit	9196 0599	10 TU
	Vehicle check (data bus sleep mode)	0689 0199	10 TU
	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 2068909/9		

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 (**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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