



Technical Service Bulletin

87 Air conditioner console: display on temperature control differs from set temperature

87 25 97 2075688/2 January 23, 2025. Supersedes Technical Service Bulletin Group 87 number 24-91 dated October 21, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, Q5 e quattro, Q5 Sportback, SQ5, and SQ5 Sportback	2022 - 2025	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised title (Updated text) Revised <i>Condition</i> (Updated text) Revised <i>Technical Background</i> (Updated text)
1	10/21/2024	Initial publication

Customer states:

The customer complains that the temperature is not displayed correctly on the air conditioner console. The air conditioner is fully functional.

Workshop findings:

The complaint can be reproduced in the workshop. The temperature is displayed similarly to in the following example images. The temperature can still be adjusted with the rotary knob despite the display issue.



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Figure 1 shows a display with a missing temperature value.



Figure 1. Display with missing temperature value.



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Figure 2 shows a display with distorted pixels.



Figure 2. Display with distorted pixels.

Technical Background 1

Tension in the component can cause internal pressure on the LCD panel, resulting in an issue with the 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.

When billing, please always attach photos that clearly shows the complaint to DOC-IT. To ensure a reference to the vehicle, the image must:



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- Include the VIN and date.
- Must not be edited.
- Should be in focus and taken with sufficient light. A high resolution is not necessary.

If appropriate, please mark the location of the problem so that parts analysis has a clear reference to the complaint. Please ensure that the photo documentation does not show any persons and/or face, license plates, or customer data.

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
Claim Comment:	As per TSB 2075688/2		

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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