

## Technical Service Bulletin

<b>Topic</b>	87 No heating in rear of vehicle - DTC B108911
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2072931/2
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Mar 11, 2025

### Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
0008 - HVAC electronics	B108911: Rear outlet temperature sensor Short circuit to Ground (GND)		Intermittent
0008 - HVAC electronics	B108911: Rear outlet temperature sensor Short circuit to Ground (GND)		static

### New customer code

Object of complaint	Complaint type	Position
climate control -> heating, cooling -> climate zone control -> passenger compartment setting (REAR)	functionality -> no function	
body attachments and installations -> instrument panel, center console -> center console insert -> slide cover in center console insert	component, automotive fluids -> blocked	
body attachments and installations -> instrument panel, center console -> center console switch module	component, automotive fluids -> damaged	left
body attachments and installations -> instrument panel, center console -> instrument panel end plate	component, automotive fluids -> damaged	right
power, vehicle electrical system, data transfer -> databus systems -> diagnostic connector	component, automotive fluids -> missing	
power, vehicle electrical system, data transfer -> power supply -> 1st row seat 12 V socket	component, automotive fluids -> damaged	left
power, vehicle electrical system, data transfer -> power supply -> 1st row seat 12 V socket	functionality -> no function	right
climate control -> ventilation, air distribution -> ventilation with fresh air blower -> ventilation with fresh air blower level 1	functionality -> no function	
climate control -> ventilation, air distribution -> ventilation with fresh air blower -> automatic air quantity regulation	functionality -> no function	rear
climate control -> ventilation, air distribution -> ventilation with fresh air blower -> automatic air quantity regulation	functionality -> irregular	right rear
climate control -> heating, cooling -> automatic climate control mode (AUTO) -> automatic air temperature regulation	functionality -> irregular	rear
climate control -> heating -> heater control valve operation	functionality -> no function	rear

Object of complaint	Complaint type	Position
climate control -> air distribution, filtration, fans -> center console vent -> center console vent actuator	component, automotive fluids -> damaged	
climate control -> operation, climate control -> interior temperature regulator	component, automotive fluids -> damaged	left
climate control -> operation, climate control -> interior temperature regulator	component, automotive fluids -> damaged	right

#### New workshop code

Object of complaint	Complaint type	Position
climate control -> operation, climate control -> air duct temperature sensor	electrical -> power supply wire pinched	rear
climate control -> operation, climate control -> air duct temperature sensor	electrical -> power supply wire damaged	rear
climate control -> operation, climate control -> air duct temperature sensor	electrical -> power supply wire routed incorrectly	rear
climate control -> operation, climate control -> air duct temperature sensor	electrical -> power supply wire torn off	rear

## Vehicle data

### Audi Q4 e-tron

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F4*	2022	A		*	*	*
F4*	2023	A		*	*	*
F4*	2024	A		*	*	*

## Documents

Document name
<a href="#">master.xml</a>
<a href="#">vehicle_data_master.doc</a>

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised title (Updated text) Revised <i>Condition</i> (Updated text) Revised <i>Technical Background</i> (Updated text) Revised <i>Production Solution</i> (Updated text) Revised <i>Service</i> (Updated text) Revised <i>Warranty</i> (Updated Labor operations and SRTs) Revised <i>Required Parts and Tools</i> (Removed parts table)
1	02/09/2024	Initial publication

### Customer states:

The customer complains that the heating function in the rear of the vehicle is not working.

### Workshop findings:

The customer complaint can be reproduced. The event memory entry **“B108911: Rear vent temperature sensor, short circuit to ground”** is logged in diagnostic address 0008. When moving the vent temperature sender clear, it was discovered that the wire leading to the sender was trapped or screwed in.

## Technical Background

Electrical wire to vent temperature sender crushed or screwed in due to incorrect installation of the component.

## Production Solution

Optimized installation in vehicle assembly since week 3/2024.

## Service

Due to incorrect installation of the vent temperature sender, there is an excess length of wire for the component. This means there is a risk of the wire getting trapped or screwed in and therefore of damage to the wire. On vehicles with this complaint, it is therefore particularly important to ensure that the vent temperature sender and the wire are fitted correctly in the vehicle during installation.

1. Figure 1 shows the incorrect installation of the temperature sender and the resulting excess length of wire.



**Figure 1.** *Installation in event of complaint.*

2. Figure 2 shows how the component with the electrical wire should be installed in the vehicle to minimize the risk of the wire being trapped or screwed in.



**Figure 2.** *Optimized installation.*

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

- 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

<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>		
<b>Service Number:</b>	9709		
<b>Damage Code:</b>	0029		
<b>Labor Operations:</b>	Interior temp sensor (rear) remove and reinstall	8758 1958	See SRT with associated operations
	Repair wiring harness (depending on number of defective wires)	9709 41XX	See SRT with associated operations

	GFF	0150 0060	Time stated on the diagnostic protocol
	Charge battery	2706 8950	See SRT with associated operations
	<b>Claim Comment:</b> As per TSB 2072931/2		

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 (**2072931**) 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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