

Vehicle-specific service

Topic	87 PSS: Air conditioner control console loses settings after bus sleep cycle
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2074793/3
Level	EH
Status	Released for publishing
Release date	Apr 3, 2025

Vehicle data

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		*	*	*
F4*	2025	A		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
WA1	*	FZ	*	N	*	000001	999999		
WA1	*	FZ	*	P	*	000001	999999		
WA1	*	FZ	*	R	*	000001	999999		
WA1	*	FZ	*	S	*	000001	999999		

Documents

Document name
master.xml
vehicle_data_master.doc

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised title (Updated text) Revised <i>Production Solution</i> (Specified implementation week) Revised <i>Service</i> (Updated service solution target date)
2	08/29/2024	Revised header (Add MY 2025) Revised <i>Condition</i> (Add MY 2025 to affected vehicle range)
1	08/01/2024	Initial publication

This bulletin applies to MY2022 – 2025 Q4 e-tron vehicles only.

Customer states:

The customer complains that the most recent settings on the front A/C display control head are sporadically no longer present after the vehicle is started.

Workshop findings:

The complaint can be sporadically reproduced in the workshop.

Technical Background

Software issue.

Production Solution

Combined update ME 5.4 in week 6/2025.

Service

1. Explain to the customer that a solution is expected to be available by the end of the third quarter of 2025 (subject to change) and that no repairs are necessary at this point.
2. Do not replace any components for this condition since this will not resolve the customer's concern.
3. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links* >> *Service*).



Tip: If this issue occurs, the preferred settings can be selected again individually on the air conditioner control console.

Warranty

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

Additional Information

All part and service references provided in this TSB (2074793) 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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