

 Connection offline

## Vehicle-specific service

<b>Topic</b>	87 PSS: Buttons flickering on air conditioner control console
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2071176/5
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Apr 9, 2025

## Vehicle data

### Q4 e-tron and Q4 Sportback 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	*	R	*	000001	999999		
WA1	*	FZ	*	N	*	000001	999999		
WA1	*	FZ	*	P	*	000001	999999		
WA1	*	FZ	*	S	*	000001	999999		

#### Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
0008 - HVAC electronics	*	0460	*	*
0008 - HVAC electronics	*	0465	*	*

## Documents

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

## Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised Title (Updated text) Revised <i>Condition</i> (Updated text) Revised <i>Technical Background</i> (Updated text) Revised <i>Production Solution</i> (Specified implementation week) Revised <i>Service</i> (Updated service solution target date, text in 'Tip' statement)
4	08/30/2024	Revised header (Add Model Year 2025) Revised <i>Condition</i> (Add Model Year 2025 to model year application)
3	06/21/2024	Revised header (Add affected software level) Revised <i>Condition</i> (Add affected software level) Revised <i>Service</i> (Solution target date extended)

**This bulletin applies to 2022 – 2025 Q4 with software 0460 and 0465 (address word 0008) only.**

### Customer States:

The buttons on the air conditioner control console flicker randomly. The air conditioner control console cannot be operated while this is happening.

### Workshop Findings:

The behavior described can be reproduced in the workshop.

## Technical Background

Software issue in control unit for air conditioner and heater electronics (diagnostic address 0008).

## Production Solution

Production solution with combined software ME5.4 in week 6/25.

## Service

1. Explain to the customer that a solution is expected to be available by the end of the 3rd quarter 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*). As soon as further information is known this TSB will be updated.



**Tip: The complaint can be temporarily remedied by switching the ignition (terminal 15) on and off in the vehicle.**

## **Warranty**

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

## **Additional Information**

All parts and service references provided in this TSB (**2071176**) 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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