

## Technical Service Bulletin

<b>Topic</b>	87 Air conditioner control console loses settings after bus sleep cycle
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2079292/1
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Oct 6, 2025

### New customer code

Object of complaint	Complaint type	Position
climate control -> operation, climate control -> display control head for A/C system -> climate control operating unit display	functionality -> misfire	
climate control -> operation, climate control -> display control head for A/C system -> climate control operating unit display	functionality -> operation sequence incorrect	
climate control -> operation, climate control -> display control head for A/C system	functionality -> no function	
climate control -> heating, cooling	functionality	
climate control -> operation, climate control	functionality	
climate control -> ventilation, air distribution	functionality	
climate control -> operation, climate control	control modules, services	
climate control -> air distribution, filtration, fans	functionality	
climate control -> operation, climate control	electrical	

## 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		*	*	*
F4*	2025	A		*	*	*

## Documents

<b>Document name</b>
<a href="#">master.xml</a>
<a href="#">reparaturtiefe.jpg</a>

## Condition

### Customer states:

The customer complains that the most recent settings on the air conditioner control console 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 6/25.

## Service

This TSB replaces for Q4 vehicles PSS 2074793: *87 PSS: Air conditioner control console loses settings after bus sleep cycle*.

Determine the vehicle's current ID.S version using the Service Portlet application.

1. Open Service Portlet via GRP.
2. Enter chassis number and click on "Search".
3. Open "Vehicle data" section.
4. Read out ID.S version under "Software basis" basic data.

The vehicles are divided into 2 groups with different measures:

### Group A = software basis 3.\*

A software update package is already available for some regions to remedy the issue. The instructions for the update can be found in TSB 2079289: *91 Combined software update ID.S 3.8.2 for Audi Q4*. Please perform this update.

### Group B = software basis 4.\* and software basis 5.\*

The implementation of the service measure is being planned. The software solution for emergency call module control unit (diagnostic address 0075) will not be released by the end of Q4 2025.

## 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>	8704

<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Software update flat rate incl. additional work and adaptation drives	0151 0040	60 TU
	Charge battery	2706 8950	See SRT with associated operations
<b>Claim Comment:</b>	As per TSB 2079292/1		

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 (**2079292**) 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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