

Technical Service Bulletin

Topic	87 Defrost function deactivates itself after 5 to 10 seconds / settings in MMI lost
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2068909/11
Level	EH
Status	Released for publishing
Release date	Oct 7, 2025

New customer code

Object of complaint	Complaint type	Position
climate control -> ventilation, air distribution -> ventilation with fresh air blower	functionality -> irregular	
climate control -> heating, cooling -> climate control unit heat output	component, automotive fluids -> too little	
climate control -> heating, cooling -> manual heating	functionality -> not adjustable	
climate control -> ventilation, air distribution -> ventilation with fresh air blower	functionality -> misfire	
climate control -> heating, cooling -> climate control unit heat output	functionality -> irregular	
body attachments and installations -> windows, power window regulators -> rear window	component, automotive fluids -> fogged	rear
climate control -> ventilation, air distribution -> air distribution control -> air distribution on windows	functionality -> irregular	
climate control -> heating, cooling -> manual heating	functionality -> cannot be selected	
climate control -> heating, cooling -> manual climate control mode -> remove ice (DEFROST)	functionality -> cannot be switched on/activated	
body attachments and installations -> windows, power window regulators -> door window	component, automotive fluids -> fogged	right
body attachments and installations -> windows, power window regulators -> rear window heating switch	component, automotive fluids -> sticks	
climate control -> heating, cooling -> manual climate control mode -> remove ice (DEFROST)	functionality -> no function	
body attachments and installations -> windows, power window regulators -> windshield heating switch	component, automotive fluids -> sticks	
climate control -> ventilation, air distribution -> ventilation with fresh air blower	functionality -> cannot be switched on/activated	
climate control -> heating, cooling -> climate control unit heat output	functionality -> no function	
climate control -> heating, cooling -> manual climate control mode -> remove ice (DEFROST)	functionality -> irregular	
climate control -> heating -> heater control valve operation	functionality -> not adjustable	front

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions -> screen display	functionality -> gives incorrect reading	right rear
body attachments and installations -> windows, power window regulators -> side window	component, automotive fluids -> fogged	left
body attachments and installations -> windows, power window regulators -> side window	component, automotive fluids -> icy	left
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions -> screen display	functionality -> gives incorrect reading	left rear
climate control -> heating, cooling -> manual heating	functionality -> operation sequence incorrect	
climate control -> auxiliary heater, independent heater -> heater	functionality -> activates without cause	front
information, navigation, communication, entertainment -> settings -> erase user data	functionality -> cannot be erased	
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions -> screen display	functionality -> gives incorrect reading	front
information, navigation, communication, entertainment -> controlling infotainment with buttons, controls, screen -> return to menu -> return to menu using screen	functionality -> operation sequence incorrect	
body attachments and installations -> windows, power window regulators -> windshield -> windshield gap cover	component, automotive fluids -> loose	

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		*	*	*

PR numbers

PR numbers
? :without EL0

Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
0008 - HVAC electronics	*	0148	*	*
005F - Information electronics 1	*	4145	*	*
005F - Information electronics 1	*	4141	*	*
0008 - HVAC electronics	*	0450	*	*

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
005F - Information electronics 1	*	3844	*	*
005F - Information electronics 1	*	3669	*	*
005F - Information electronics 1	*	3812	*	*
0008 - HVAC electronics	*	0425	*	*
0008 - HVAC electronics	*	0455	*	*
0008 - HVAC electronics	*	0465	*	*
0008 - HVAC electronics	*	0460	*	*
005F - Information electronics 1	*	4041	*	*
0008 - HVAC electronics	*	0445	*	*

Documents

Document name
master.xml
vehicle_data_master.doc

Condition

REVISION HISTORY		
Revision	Date	Purpose
11	-	Revised header (Simplified header data) Revised <i>Service</i> (Added TSB reference)
10	04/02/2025	Revised <i>Service</i> (Change to customer solution target date)
9	01/09/2025	Revised title (Change to statement) Revised <i>Condition</i> (Change to statement) Revised <i>Technical Background</i> (Change to statement) Revised <i>Production Solution</i> (Change to statement) Revised <i>Service</i> (Change to statement) Revised <i>Warranty</i> (Modify table statement)

Customer states:

The customer complains that the defrost function deactivates itself after five to ten seconds.

No other functions of the air conditioner are affected.

The customer complains that settings in the MMI are lost.

Workshop findings:

The complaint can be reproduced in the workshop.

Technical Background

Software issue.

Production Solution

The complaint was resolved in series production with the ME 5.0 combined software in week 27/2024.

Service

TSB 2079289: 00 Combined software update ID.S 3.8.2 for Audi Q4 describes the necessary work.

Warranty

Claim Type:	<ul style="list-style-type: none">If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.
Service Number:	8704
Damage Code:	0039

Labor Operations:	Software update flat rate incl. additional work and adaptation drives	0151 0040	60 TU
	Charge battery	2706 8950	See SRT with associated operation
Claim Comment:	As per TSB 2068909/11		

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 (**2068909**) 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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