

Technical Service Bulletin

Topic	87 Air conditioner not working, poor cooling output. Leaks in air conditioning system
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2072351/3
Level	EH
Status	Released for publishing
Release date	Oct 14, 2025

New customer code

Object of complaint	Complaint type	Position
climate control -> cooling -> refrigerant filler valve (high pressure)	volume components -> cover cap missing	
entire vehicle -> vehicle areas -> vehicle front	leaks -> not watertight	
climate control -> ventilation, air distribution -> ventilation with fresh air blower	functionality -> misfire	
entire vehicle -> vehicle areas -> vehicle front	leaks -> not watertight	left
climate control -> heating, cooling -> climate control unit cooling output	functionality -> irregular	
entire vehicle -> vehicle areas -> vehicle front	leaks -> not watertight	right
climate control -> cooling -> refrigerant filler valve (low pressure)	volume components -> cover cap missing	
climate control -> ventilation, air distribution -> ventilation with fresh air blower	functionality -> irregular	
climate control -> heating, cooling -> manual climate control mode	functionality -> operation sequence incorrect	
climate control -> heating, cooling -> switching A/C system on/off (ECO, AC)	functionality -> cannot be switched on/activated	
climate control -> heating, cooling -> automatic climate control mode (AUTO)	functionality -> cannot be activated	
climate control -> heating, cooling -> manual climate control mode	functionality -> no function	
climate control -> heating, cooling -> switching A/C system on/off (ECO, AC)	functionality -> switches off by itself	
climate control -> heating, cooling -> automatic climate control mode (AUTO)	functionality -> switches off by itself	
climate control -> parking heating, parking cooling -> switch on parking cooling -> switching remote controlled parking A/C on (online)	functionality -> no function	
climate control -> heating, cooling -> climate control unit cooling output	functionality -> no function	
climate control -> heating, cooling -> climate control unit cooling output	component, automotive fluids -> too little	
climate control -> heating, cooling -> automatic climate control mode (AUTO)	functionality -> misfire	
climate control -> parking heating, parking cooling -> switch on parking	functionality -> cannot be	

Object of complaint	Complaint type	Position
cooling -> switching remote controlled parking A/C on (online)	selected	
engine -> cooling, lubrication -> engine coolant temperature regulation	functionality -> irregular	

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
master.xml
1ea820808e.jpg
leak.jpg

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Change to model codes) Revised title (Change to text) Revised <i>Condition</i> (Change to text) Revised <i>Technical Background</i> (Change to text) Revised <i>Production Solution</i> (Change to text) Revised <i>Service</i> (Change to text and images) Revised <i>Required Parts and Tools</i> (Remove parts table) Revised <i>Additional Information</i> (Change TSB references)
2	07/03/2024	Revised <i>Service</i> (Photo/video requirement added) Revised <i>Warranty</i> (Remove compressor replacement SRT) Revised <i>Additional Information</i> (Add reference to TSB 2041717)
1	12/14/2023	Initial publication

Customer states:

The customer complains that the cooling output of the air conditioner is not sufficient and/or the air conditioner does not work.

Workshop findings:

The workshop can reproduce the fault and it is discovered that there is not enough coolant in the refrigerant circuit of the air conditioning system.

Technical Background

Leak in components of coolant pipe and/or air conditioner compressor.

Production Solution

Change to air conditioner compressor implemented around week 45/2023.

Service

1. Use workshop equipment to check the air conditioning system for leaks. Refer to TSB 2064077 for instructions.

2. The air conditioner compressor may be leaking at the location shown in Figure 1.



Figure 1. Pressure relief valve on the air conditioning compressor.

3. We recommend replacing the air conditioner compressor.
4. When billing, please always attach photos that clearly show 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 people and/or face, license plates, or customer data.

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:	8734		
Damage Code:	0050		
Labor Operations:	Air conditioner check	8701 01XX	See SRT with associated operations
Claim Comment:	As per TSB 2072351/3		

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

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2064077, *87 Air conditioning system: cooling output insufficient, leak on air conditioning system evaporator.*

All parts and service references provided in this TSB (**2072351**) are subject to change and/or removal.

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