

Technical Service Bulletin

Topic	87 Air conditioner control console loses settings after bus sleep cycle
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2079292/2
Level	EH
Status	Released for publishing
Release date	Oct 22, 2025

New customer code

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

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

Document name
master.xml

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Change to solution date statement)
1	10/06/2025	Initial publication

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 is not expected to be published before the first quarter of 2026.

Warranty

Claim Type:	• 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 operations
Claim Comment:	As per TSB 2079292/2		

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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