

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2022 - 2026	All	Not applicable

Customer states:

The customer complains that the settings on the air conditioner control console are locked and warm air is directed into the vehicle interior from the vents. The settings that were selected previously on the air conditioner control console are overridden.

Workshop findings:

The complaint can be reproduced in the workshop.

Technical Background

The behavior described in the customer statement can occur when the battery charge level is over 80% and a large amount of recuperation is taking place, such as when driving downhill for a longer period. After a certain period, the energy generated through recuperation can no longer be fed into the battery because it is already charged. To protect the battery, the excess energy is dissipated by switching on various high-voltage components. When this happens, the high-voltage heating is activated, and the air conditioner control console is locked. When the vehicle stops recuperating excessively, the protective measures are deactivated automatically, and it is possible to adjust the settings on the air conditioner control console again.

Production Solution

Not applicable.

Service

Not applicable.

Warranty

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

Additional Information

The behavior described can occur when the battery charge level is over 80% and a large amount of recuperation is taking place, such as when driving downhill for a longer period. After a certain period, the energy generated through recuperation can no longer be fed into the battery because it is already charged. To protect the battery, the excess energy is dissipated by switching on various high-voltage components. When this happens, the high-voltage heating is activated, and the air conditioner control console is locked. When the vehicle stops recuperating excessively, the protective measures are deactivated automatically, and it is possible to adjust the settings on the air conditioner control console again.

All part and service references provided in this TSB (**2081407**) 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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