



Technical Service Bulletin

87 Uncomfortable passenger compartment temperature

87 22 21 2066686/1 March 30, 2022.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2019 – 2021	All	Not Applicable
Q3	2022	000001 – 020297	Not Applicable

Condition

Customer states:

The customer complains that the air temperature in the cabin changes abruptly from the set temperature on the HVAC control. The rear air outlet in particular may lose the ability to adjust the outlet air temperature. It may only be capable of delivering full hot or full cold air.

Workshop findings:

While this symptom may be intermittent in nature it is still possible to duplicate this malfunction.

HVAC Electronics control module, E87 Control Module (address word 0008):

- DTC B131811: Potentiometer for rear vent temperature Short circuit to Ground (GND) is stored in 08 - HVAC Electronics.

Technical Background

The outlet air temperature sensor evaluation in the E87 HVAC control software can, in certain environmental conditions, cause irregular air temperature delivery among the available HVAC zones. Improved software is available to mitigate this symptom.

Production Solution

New software in the HVAC Electronics control module, E87 (address word 0008) has been implemented in production.



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Service

SVM Update Instructions



Always use DoIP when flashing a control module via ODIS in supported vehicles.

To Activate DoIP, select *Administration>>General>>GFF Process>>DoIP communication>>Only allow DoIP communication*

This setting will automatically reset when the diagnostic session is ended.

You can tell if DoIP is active by observing a red LED on the VAS 6154(A)

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions.*
2. Update the HVAC Electronics control module, E87 (address word 0008) using the SVM action code as listed in the table below, if necessary:

Model	Diagnostic Address	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code Input
Q3	0008	83A820043*	0060	83A820043*	0070	08A035

Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 Months/50,000 Miles • G10 for CPO Covered Vehicles – Verify Owner • If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.
Service Number:	8704
Damage Code:	0039



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Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 30 TU)
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2066686/1		

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 (2066686) 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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