

Technical Service Bulletin



87 Air distribution or heating/cooling adjustments inoperative - B109209, B174F09, B109009, B116909, B108C09, B10B709

87 23 42 2070449/1 May 30, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron GT, and RS e-tron GT	2023 – 2024	All	Not Applicable

Condition

Customer states:

The heating or cooling temperature delivery from the air vents and outlets is erratic (e.g. is not even from side to side/upper to lower) or cannot be governed based on the input from the display and control head.

Workshop findings:

One or more of the following DTC(s) will be stored in the HVAC Electronics, J301 (address word 0008). The DTC(s) may be either passive / sporadic or active / static:

- **DTC B109209:** Recirculation flap motor Component malfunction
- **DTC B10C909:** Left side vent motor Component malfunction
- **DTC B174F09:** Right rear air door motor Component malfunction
- **DTC B173D09:** Right footwell flap motor Component malfunction
- **DTC B10CA09:** Right side vent motor Component malfunction
- **DTC B109009:** Defroster flap motor Component malfunction
- **DTC B10D909:** Left footwell temperature door motor Component malfunction
- **DTC B174E09:** Left rear air door motor Component malfunction
- **DTC B116909:** Left rear temperature door motor Component malfunction
- **DTC B108C09:** Left temperature flap positioning motor Component malfunction
- **DTC B116A09:** Right rear temperature door motor Component malfunction
- **DTC B108D09:** Right temperature flap positioning motor Component malfunction
- **DTC B10B709:** Airflow door motor Component malfunction
- **DTC B174A09:** Left center indirect ventilation door motor Component malfunction

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The control door motor(s) at issue runs beyond its end stop. When this occurs the control door motor(s) is blocked and can no longer adjust its respective door.

The software for the HVAC Electronics control module, J301 (address word 0008) needs to be updated.

Production Solution

Not Applicable

Service



Applies to vehicles with high-voltage components:

To prevent charging of the high-voltage battery during the software update, the high-voltage cable is to be removed BEFORE entry of the SVM code on vehicles with high-voltage components.

Charging the high-voltage battery during a software update can damage the high-voltage components.

1. Replace the affected control door motor(s).
2. Run **SVM code 08A033**.
3. After the update, the control door motor end stop adaptation must be performed using the function “Addressing the A/C system actuators” in GFF.

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the A/C control module, J301 (address word 0008) using the SVM action code as listed in the table below, if necessary:

Model	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code Input
Audi e-tron GT, Audi RS e-tron GT	4J3907040*	0525	4J3907040*	0710	08A033

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 Up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.
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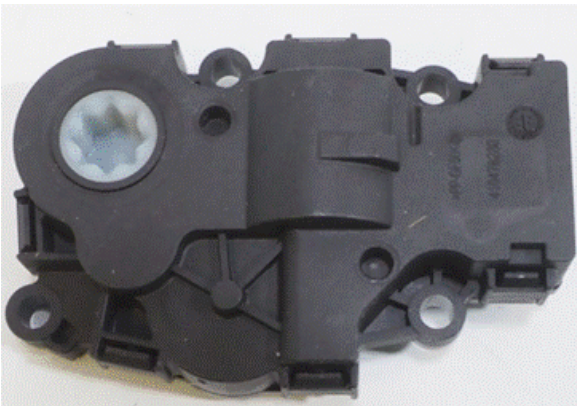
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	<ul style="list-style-type: none"> If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	8720		
Damage Code:	0040		
Labor Operations:	Positioning motor remove and reinstall	8720 19XX	See SRT with associated operations
	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 50 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 2070449/1		

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.

Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
8W0820511F	 <p>Motor for adjustment</p>	Quantity necessary



Additional Information

All part and service references provided in this TSB (**2070449**) 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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