



# Technical Service Bulletin

## 87 HVAC blower setting adjustment not possible

87 24 71 2071139/3 April 5, 2024. Supersedes Technical Service Bulletin Group 87 number 23-54 dated August 25, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8 e quattro	2021	All	Not Applicable
A7 e quattro	2021 -2022		
e-tron S, e-tron GT, and RS e-tron GT	2022 - 2023		
A6, A6 allroad, S6, RS 6 Avant, A7, S7, RS 7, A8, S8, e-tron quattro, e-tron Sportback quattro, Q7, SQ7, Q8, SQ8, and RS Q8	2021 - 2023		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Add model year 2023)
2	08/25/2023	Revised header (Add Models)
1	08/08/2023	Initial publication

### Customer states:

On rare occasions the fan control strip in the lower HVAC screen used for increasing or decreasing the fan speed does not appear (figures 1-2).



Figure 1. Normal HVAC control panel appearance.



# Technical Service Bulletin

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## Workshop findings:

This symptom is difficult to reproduce. When the symptom occurs the center strip for the fan control is blank. The fan speed cannot be controlled.



**Figure 2.** Appearance of HVAC control with the fan speed strip blank.

## Technical Background

The technical background regarding this intermittent symptom in the infotainment system is in analysis. A service solution is in discussion.

## Production Solution

Not applicable.

## Service

Please explain to the customer that, should this symptom occur, a restart of the MMI system will restore the fan control to the screen. Demonstrate to the customer the process by pressing and holding the on/off button for at least 10 seconds. The restart should take less than a minute.

The procedure for performing the MMI restart can be done on their own as described in their owner's manual ("Restarting the MMI" – figure 3).



### Restarting the MMI

- ▶ Press and hold the On/Off knob for at least 10 seconds.

**Figure 3.** Owner's manual instructions for restarting the MMI.

Do not replace any parts should the vehicle exhibit this symptom. Parts replacement will not solve this issue. Any parts replaced for this condition under warranty will be debited.

## Warranty

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

## Additional Information

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# Technical Service Bulletin

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All part and service references provided in this TSB (**2071139**) 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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