

Vehicle-specific service

Transaction No.: **2082184/1**

87 PSS: Rear air conditioner control console does not work

Release date: May 28, 2026

Condition

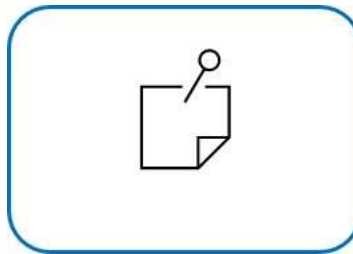
Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
Q3	2026	All	KH7 (Climatronic (3-zone) with air conditioning control panel in rear)

Customer states:

The customer complains that the rear air conditioner control console does not work.

Workshop findings:

The complaint can be reproduced in the workshop. There is no entry relating to the air conditioner control console logged in diagnostic address 0008.



Postpone repair

Technical Background

Software issue.

Production Solution

Introduced into series production from week 36/2026.

Service

Please postpone the repair as there is currently no effective repair for the complaint described by the customer.

A technical solution is currently being implemented. The measure is currently planned to be available from week 38/2026.

Note: The target date communicated here is based on planning and is not binding. During the validation, technical and regulatory approval of measures, there may be delays or hindrances in providing the measure throughout the entire process. This must be considered accordingly when communicating with customers.

Diagnose the vehicle according to the instructions listed below. If the customer's vehicle condition matches the condition listed in the *Technical Background* of this PSS TSB, explain to the customer that a solution is expected to be available by the end of the 3rd quarter of 2026 (subject to change) and that no repairs are necessary at this point.

Do not replace any components for this condition since this will not resolve the customer's concern.

Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in Audi Now; *Service | AU-US > Pending Service Solutions (PSS)*.

The complaint can be temporarily remedied by performing one of the following 3 workarounds in the vehicle:

Option 1: Reset rear air conditioner control console via the diagnostic tester in the workshop with the basic setting for diagnostic address 0008.

Option 2: The respective user profile in which the function in the rear air conditioner control console is disabled must be deleted and set up again.

Option 3: Change to a different user profile (if available in vehicle).

Warranty

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	8711		
Damage Code:	0039		
Labor Operations:	Option 1:		
	GFF / Guided Functions	0150 0010	See SRT with associated operations
	GFF / Guided Functions	0150 0060	Labor according to the diagnostic log
	Options 2 and 3:		
	Program display and operating unit	9196 2599	20 TU
	GFF / Guided Functions	0150 0060	Labor according to the diagnostic log
Claim Comment:	As per TSB 2082184/1		

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.

Please note the information on predecessors and items that are included and excluded in the repair operations, as well as any associated tasks.

Additional Information

A technical solution is currently being implemented. The measure is currently planned to be available from week 38/2026.

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The system disables the rear air conditioner control console in the following scenario. The customer selects the *Defrost* function on the air conditioner control console. In this scenario, the system locks out the operation on the rear air conditioner control console. If the vehicle is switched off while the *Defrost* function is in use and a bus sleep

cycle then occurs, the operation of the rear air conditioner control console is permanently disabled for the corresponding user after the vehicle is restarted. To avoid the complaint, stop using the *Defrost* function before turning off the vehicle. This can be done by pressing the *Defrost* button again, for example.

All part and service references provided in this TSB (**2082184**) 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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