



Technical Service Bulletin

87 Various HVAC system malfunctions, DTC B11AF07 and/or B109207 stored in the climatronic module or the BCM 1

87 19 02 2055257/4 December 9, 2019. Supersedes Technical Service Bulletin Group 87 number 19-01 dated December 3, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q8	2019	All	Not Applicable
A4, A4 allroad, and Q7	2017 - 2019	All	Not Applicable
A5, A5 Sportback, A5 Cabriolet, and Q5	2018 - 2019	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Production Solution</i> (Elimination of the reference to the supplier Magna) Revised <i>Service</i> (Elimination of the reference to the supplier Magna)
3	12/03/2019	Revised header (Added MY19 Q8) Revised title (Additional module for DTCs) Revised <i>Condition</i> (Additional module for DTCs)
2	08/08/2019	Revised <i>Warranty</i> (Updated Damage Code)

Customer states:

- The customer describes a problem with the HVAC system specifically with the air flow and ventilation system or temperature controls not responding to commands or slow to react.

Workshop findings:

One or more of the following DTCs for the HVAC adjustment motors are stored in the climatronic control module, J255 (address word 0008) or the central electric module 1 (BCM 1), J519 (address word 0009).

The adjustment motor DTCs will indicate a mechanical fault with the adjustment motors. For example:

- DTC B11AF07** (regulator motor of fresh air flap, mechanical fault).
- DTC B109207** (regulator motor of air recirculation flap, mechanical fault).



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The DTCs could be logged as sporadic or static.

Technical Background

The HVAC adjustment motor is blocked mechanically at its end stop and cannot move.

Production Solution

There has been a gradual change to an alternative supplier of the HVAC adjustment motors in production.

Service

In cases where the HVAC adjustment motor needs to be replaced, install the HVAC adjustment motor with the part number 4M0 820 511 A.

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	8720		
Damage Code:	0040		
Labor Operations:	Refer to the applicable SRTs for the positioning motor remove and reinstall using ElsaPro	See SRT	See SRT
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 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 #2055257/4		



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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
4M0820511A	 Motor for adjustment	As necessary
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA

Additional Information

All parts and service references provided in this TSB (2055257) are subject to change and/or removal.

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