



# Technical Service Bulletin

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## 87 Air Conditioning is inoperative, DTC B11AE15

97 22 84 2067362/1 June 22, 2022.

| Model(s)       | Year        | VIN Range | Vehicle-Specific Equipment |
|----------------|-------------|-----------|----------------------------|
| Q8             | 2019 – 2023 | All       | Not Applicable             |
| SQ8, and RS Q8 | 2020 – 2023 |           |                            |

## Condition

### Customer states:

- Customer states the A/C is inoperative and does not cool the vehicle.

### Workshop findings:

The following DTC is stored in the onboard supply control unit J519 diagnostic address 0009.

- **DTC B11AE15:** A/C compressor regulator valve, open circuit/short circuit to B+.

## Technical Background

The wiring to the A/C compressor connector T3r is not long enough. Wires may become stretched, break, or pulled from the connector as a result.

## Production Solution

Harness length increased in production.

## Service



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If DTC B11AE15: A/C compressor regulator valve Open circuit/short circuit to B+ is stored in the onboard supply control unit J519 diagnostic address 0009, inspect the wiring at connector T3r in the area of the A/C compressor as seen in Figure 1.



**Tip:** It may be necessary to cut back the harness tape several inches to expose the damaged section of the harness.



**Figure 1.** N280 control wire damaged at T3r connection

If damage is found in this area all 3 wires will need to be extended following the directions below.

1. Cut back the damaged wire(s) until the wires are clean and free of any corrosion.
2. Extend all 3 wires so that a length of approximately 110 mm is achieved when measuring from the base of the connector to the first branch in the harness. See Figure 2.
3. Ensure there is enough slack to keep the harness from stretching however not so much the wires hang down.
4. Repair and modify the harness using VAS 1978 B
5. Wrap the harness section using fabric adhesive tape **N 107 920 02**.  
Wrap wires up to 20 mm from the base of the connector housing, as seen on the original harness in Figure 1.



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6. Clear faults and perform a functional check.



**Figure 2.** Measure 110 mm from T3r to the first harness branch

## Warranty

|                          |                                                                                                                                                                                                                                                        |             |                                    |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------------------------------|
| <b>Claim Type:</b>       | <ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li></ul> |             |                                    |
| <b>Service Number:</b>   | 9712                                                                                                                                                                                                                                                   |             |                                    |
| <b>Damage Code:</b>      | 0015                                                                                                                                                                                                                                                   |             |                                    |
| <b>Labor Operations:</b> | Remove and install noise insulation                                                                                                                                                                                                                    | 10 82 19 00 | See SRT with associated operations |
|                          | Repair wiring harness                                                                                                                                                                                                                                  | 97 09 41 53 | See SRT with associated operations |



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|                  |                                          |              |                                                    |
|------------------|------------------------------------------|--------------|----------------------------------------------------|
| 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 2067362/1                     |              |                                                    |

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                                     |
| See ETKA                                                                                            | Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual | See ETKA/ELSA                                |
| 000 979 940                                                                                         | crimp connectors                                                   | 03                                           |
| 000 979 025 E                                                                                       | individual wires                                                   | 0.3 (only charge 2 wires from the pack of 5) |
| N 107 920 02                                                                                        | Fabric adhesive tape                                               | 0.2                                          |

## Additional Information

All part and service references provided in this TSB (**2067362**) 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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