



Technical Service Bulletin

87 Air conditioning does not cool, DTC U032A00 stored in 0008 - HVAC Electronics

87 23 61 2071838/1 October 25, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron quattro, and Q4 Sportback e-tron	2022 – 2023	All	Not Applicable

Condition

Customer states:

The air conditioning does not cool.

Workshop findings:

The following DTC is stored in the HVAC Electronics, -J979- (address word 0008):

- **DTC U032A00:** Software incompatibility with A/C compressor Control Module.

Technical Background

Restricted air conditioning function due to a loss of adaptation in the -J842- A/C Compressor Control Module.

Production Solution

This bulletin will be updated when more information is available. A solution is currently under development.

Service

Condition verification procedure

- Do not replace the air conditioning compressor. Compressor replacement will not solve this issue.
- Follow the ODIS test plan for DTC U032A00 “Calibrate the A/C Compressor” fully. This will reinitialize the compressor adaptation and restore cabin cooling.
- Explain to the customer that this symptom could reoccur.

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner.
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	If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	8734		
Damage Code:	0040		
Diagnostic Time:	GFF	0151 0000	Time stated on the diagnostic protocol (Max 50 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2071838/1		

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.

Additional Information

All part and service references provided in this TSB (**2071838**) 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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