



Technical Service Bulletin

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

87 24 78 2074321/1 July 5, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron, 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

The complaint is resolved in series production with the ME 3.5 combined update and software 0465.

Service

Please refer to TSB 2074069: *00 Q4 ME 3.5 Software update instruction* for more information.

Warranty

Claim Type:	• 110 Up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.
Service Number:	8711
Damage Code:	0039



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Labor Operations:	Set-up and distribution time incl. charging the battery	0151 0010	20 TU
Diagnostic Time:	Billing type: flash log Connect vehicle diagnostic tester, perform flashing procedure	0151 0060	Time stated on the diagnostic protocol
	Bus sleep cycle and adaptation drive	0150 0099	30 TU
Claim Comment:	As per TSB 2074321/1		

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 (**2074321**) 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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