

Technical Service Bulletin



93 Enhanced electric driving mode (EV mode) unavailable

27 13 16 2032889/1 March 20, 2013.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5 hybrid	2013-15	all	Hybrid - CHJA

Condition

The electric drive mode cannot be activated. The message "EV mode unavailable" is displayed.

Technical Background

The 12V starting system has to be given clearance by the power system control unit for the electric drive mode to be activated.

These three conditions have to be fulfilled:

- The load condition (SOC) of the 12V batteries is over 60%.
- The temperature of both 12V batteries is over 14°F / -10°C.
- The battery resistance is over 2.3 mOhm and under the maximum permissible resistance for the individual battery. The threshold values are included in the battery test program. A failing battery will prevent the vehicle from going into EV mode.

Only for the sake of completeness, there are further conditions that must be fulfilled and are unrelated to the 12V starting system.

These conditions are:

- The load condition (SOC) of the HV battery must be at least 41.25% absolute.
- The HV battery temperature must be between 50°F and 131°F (10°C and 55°C).
- Engine Coolant temperature at least 41°F (5°C).
- The mixture adaptation must be completed. See TSB 2031139: *01 Combustion engine does not switch off, electric mode not available - 2.0 TFSI Audi Q5 Hybrid*.
- The speed of the vehicle must be less than 62 mph (100 km/h).
- The gear lever must not be in Tiptronic position nor in S position.
- ESC offroad mode and hill descent assist must not be turned on.
- Altitude is less than 13123 ft. (4000m).

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Production Solution

Not applicable.

Service

Check the battery A and the auxiliary battery A1 with the battery test in the guided functions or in the guided fault finding and follow the instructions. Replace battery if instructed to do so.

If needed, explain the functionality to the customer based on conditions listed in the owner's manual (see *Additional Information*).

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	2706		
Damage Code:	0015		
Labor Operations:	Charge battery	2706 8950	10 TU
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 30 TU)
Claim Comment:	As per TSB #2032889/1		

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

More information on this system can be found in the following resources:

- *Owners Manual >> Enhanced electric driving mode (EV mode)*, pages 100 - 101
- Self Study Program (SSP): 990123

The following Technical Service Bulletin(s) may be necessary to complete this procedure:

- TSB 2031139, *01 Combustion engine does not switch off, electric mode not available - 2.0 TFSI Audi Q5 Hybrid*.

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All parts and service references provided in this TSB are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.