



# Technical Service Bulletin

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## 93 Sudden loss of range and shows less than 140 miles

93 19 15 2057985/1 December 4, 2019.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi e-tron quattro	2019	VIN Specific	Not Applicable

## Condition

### Customer statement:

- The remaining range indicator is suddenly become several miles less than before (approximately 60 miles).
- Although the vehicle is fully charged, only 140 miles or less of range is displayed.
- The remaining range has not gradually decreased during the total operating period of the vehicle, but dropped suddenly.

### Workshop findings:

- When the vehicle is fully charged, it can be reproduced that only about half of the usual remaining range is displayed, is less than 140 miles.

## Technical Background

With very specific cells of the individual high-voltage battery modules, insufficient insulation of an anode can lead to cell damage.

## Production Solution

Vehicles built after 06/27/2019 are not affected.

## Service



### Note:

Only carry out the following repair if this TSB is displayed for the VIN. Otherwise this solution won't work and repeat repairs may be necessary. In such a case, the warranty claim will be reviewed and completely rejected.

If this TSB is displayed for the VIN of this vehicle, carry out the following repair:



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1. One or more high-voltage battery module(s) must be replaced. Only modules with a unique serial number are affected and must be replaced.



## Warning:

Extremely dangerous due to high voltage. The high-voltage system is under heavy voltage. Severe bodily injury or death by electrocution or electric arcs is possible.



## Note:

Only technicians with the necessary qualifications may replace modules of the high-voltage battery. Always proceed according to the repair manual. Call TAC, if you are not sure.

2. Please work with the following test plan in ODIS it will direct you which module(s) must be replaced in the vehicle, *Special functions >> High-voltage >> AX2 high-voltage battery 1 – Anode*.



**Tip:** The required test plan is available from ODIS-S version 5.1.6 - Audi brand software version 2019.12.00/2.19.6 - main feature 89.5.390 (or higher). Update the ODIS tester before starting work.

**Complete the individual steps as specified in the test plan and send the diagnosis log online after completing the work:**

3. In the test plan, you will be asked to compare the individual serial numbers of the HV modules of the HV battery. To do this you can enter the serial numbers manually with the keyboard or the 2D scanner VAS 6161/1.

4. **Enter the serial number of the HV modules with the 2D scanner VAS 6161/1 (Figure 1):**

- Connect the 2D scanner VAS 6161/1 to the tester and set it up before starting the above test plan.



*Figure 1. 2D scanner VAS 6161/1.*



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## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 up to 48 Months/50,000 Miles.</li> <li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9301		
<b>Damage Code:</b>	0016		
<b>Labor Operations:</b>	Battery module remove + reinstall (replace) <b>And/or</b> Battery module remove + reinstall balance	9301 1950	See SRT x times how many modules where replaced and/or balanced
	Charge battery	2706 8950	See SRT
	High voltage battery remove + reinstall	9303 1900	See SRT
	Battery housing remove + reinstall level 1	9302 1960	See SRT
	Switch box high-voltage battery remove + reinstall	9327 1950	See SRT
	Battery module charged balancing	9301 8950	See SRT x times how many modules were balanced
	Disable HV system voltage	9310 0050	See SRT
	Coolant correction	1938 3550	See SRT
	A-pillar trim remove + reinstall	7057 1905	See SRT
	ECM operating equip control remove + reinstall	9325 1950	See SRT
	High voltage battery check (classification)	9303 0152	See SRT
	High voltage battery check (leak check)	9303 0154	See SRT
	Battery housing measure (Equipotential bonding)	9302 0350	See SRT
	High voltage battery check (communication check before installation)	9303 0156	See SRT



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<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on the diagnostic protocol (Max 40 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB #2057671/1		

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 (2057671) 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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