

Technical Service Bulletin

93 Problems charging at home and/or after the DC charging plug is not releasing

93 20 21 2057353/3 March 27, 2020. Supersedes Technical Service Bulletin Group 93 number 20-17 dated January 24, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi e-tron quattro	2019 - 2020	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Warranty</i> (Updated Claim Comment)
2	01/24/2020	Revised <i>Service</i> (Updated instructions and added SVM code) Revised <i>Warranty</i> (Updated Claim Types)
1	12/20/2019	Initial publication

Customer states:

- The Audi mobile charger (compact charger) shows red indicator lights (A).
- Charging at home is not possible, using 240V level 2 charging (B).
- After DC fast charging charge plug cannot be removed. The emergency release needs to be used (B).

Workshop findings:

- Vehicle charges at the dealership, using customer mobile charger 120V (level 1) and 240V (level 2) charging.

Technical Background

Audi compact charger (E943):

A1). 208V network usually in industrial areas or condos. Audi mobile charger is not accepting the 208V nominal input.

A2). 240V network with low input voltage (less than 230V).

Audi onboard charger (J1050):

B1). After DC fast charging charge plug is not releasing. J1050 cannot reduce the remaining charge at charge port.

B2). Charging with a 240V network.



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The current OBC software does not accept increases of voltage greater than 250V (if on top of the normal 60Hz sine wave signal, a 3rd harmonic voltage may be present). Usually only present outside of the “home air conditioning season” in certain regions.

Production Solution

Updated Audi mobile charger software and updated onboard charger (OBC) software.

Service

1. OBC function has been confirmed via level 2 charging (AC), using the dealer-installed charger (B).
2. Audi mobile charger function has been confirmed, by connecting and activation to a 120V or 240V supply (A).
3. Update both the OBC and the Audi mobile charger via the SVM code (A and B).

SVM Update Instructions

4. Follow all instructions in *TSB 2011732: 00 Software Version Management (SVM), operating instructions*, and for the mobile charger update go to:

- *Audi Service Net >> e-tron >> Information on the e-tron charging system.*

5. Update Audi mobile charger E943 using the SVM action code as listed in the table below, if necessary after following the instructions for setting up.

Set up using VAS 611 009.

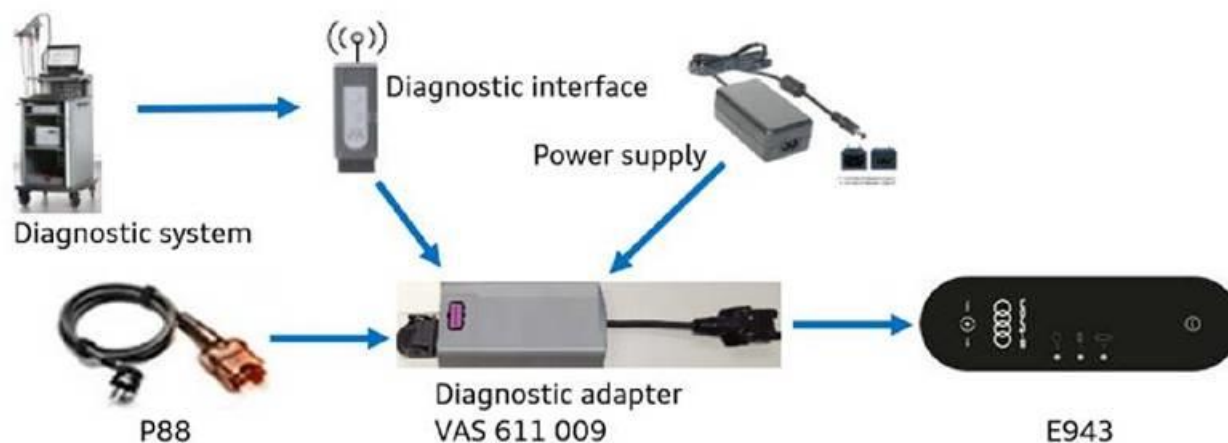


Figure 1. VAS 611 009.



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6. For entering the VIN use:

AUDILADEKABELMINI

Model selection: **All external components.**

Figure 2. Entering VIN into ODIS.

Topic A:

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
Audi e-tron quattro	N/A	0127	N/A	0128	ULKA001

7. Update the high-voltage battery charger control module, J1050 (address word 00C6) using the SVM action code as listed in the table below, if necessary:

Topic B:

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
Audi e-tron quattro	5QE915684J	0020	5QE915684J	0023	C6A002



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Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9352		
Damage Code:	0039		
Labor Operations:	Software Update	0151 0000	Time stated on the diagnostic protocol (Max 60 TU)
	Check charging system	9352 9999	20 TU
Diagnostic Time:	GFF	No allowance	0 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 #2057353/3		

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

Tool Number	Tool Description
VAS 611 009	Adapter
VAS 61XX	ODIS Service with VAS tester

Additional Information

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

- TSB 2011732, *00 Software Version Management (SVM), operating instructions*.

All parts and service references provided in this TSB (2057353) 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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