



# Technical Service Bulletin

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## 93 Enhanced electric driving mode (EV Mode) is unavailable

93 20 27 2032889/3 May 5, 2020. Supersedes Technical Service Bulletin Group 93 number 17-02 dated January 26, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5	2013 - 2016	All	Hybrid

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Warranty</i> (Updated Claim Types and Labor Operation)
2	01/26/2017	Revised header (Added model year) Revised <i>Technical Background</i> (Updated information)
1	03/20/2013	Initial publication

### Customer states:

- 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. The fault code "U0447 - diagnosis interface for data bus, implausible signal" (symptom 18178) is logged in the engine control unit.

Further conditions must be fulfilled which have nothing to do with the 12V starting system. They are mentioned to provide more contextual information:

- 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).



# Technical Service Bulletin

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- 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 the Tiptronic position nor the S position.
- ESC offroad mode and hill descent assist must not be turned on.
- Altitude is less than 13123 ft. (4000m).

## Production Solution

Not applicable.

## Service

Check the battery A and the auxiliary battery A1 with the battery test in the guided functions or the guided fault finding (GFF) and follow the instructions. Replace the 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

<b>Claim Type:</b>	<b><u>NVLW</u></b> <ul style="list-style-type: none"><li>• 110: &gt;3 months in service up to 48/50.</li></ul> <b><u>Factory replacement proration</u></b> <ul style="list-style-type: none"><li>• 0 - 24 months:<ul style="list-style-type: none"><li>• 121: up to 12/12.</li><li>• 12i: &gt;12/12.</li></ul></li><li>• 25 - 36 months: 131.</li><li>• 37 - 48 months: 131.</li><li>• 49 - 60 months: 131.</li></ul>		
<b>Service Number:</b>	2706		
<b>Damage Code:</b>	0015		
<b>Labor Operations:</b>	Charge battery	2706 8950	See SRT



# Technical Service Bulletin

<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on the diagnostic protocol (Max 30 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 #2032889/3		

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.

## 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*.

All parts and service references provided in this TSB (2032889) 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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