



Technical Service Bulletin

93 Audi e-tron range display is implausible

93 20 38 2060814/2 November 24, 2020. Supersedes Technical Service Bulletin Group 93 number 20-35 dated October 5, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi e-tron quattro	2019 - 2021	All	Not Applicable
Audi e-tron Sportback	2020 - 2021	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Condition</i> (Updated Customer States) Revised <i>Service</i> (Updated procedure)
1	10/05/2020	Initial publication

Customer states:

- The range shown in the instrument cluster deviates greatly from the expected range. For an example: "Battery fully charged" is shown, but the range is only 140 miles or less.

Workshop findings:

The following conditions are applicable:

- Range greatly decreases when starting the vehicle and does not or only very slowly increases the expected range.
- Remaining range much less than expected (see customer statement example).
- No relevant DTCs are stored in the high-voltage battery regulation control module, J840 (address word 008C) (cell voltages do not deviate or only deviate slightly).

Technical Background

There is a miscalculation in the high-voltage battery regulation control module, J840 (address word 008C).



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Production Solution

Not applicable.

Service

1. Read in the instrument cluster's long-term and short-term memory energy consumption in mi/kWh. The short-term memory distance driven needs to be greater than 10mi to be valid:
 - Max speed is less than 65mph.
 - Moderate AC settings (<73F).
 - No aggressive driving.
2. If values are greater than 1.8mi/kWh, then replace the battery regulation control module, J840 (address word 008C).

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9325		
Damage Code:	0040		
Labor Operations:	Remove and install battery management control unit	9325 1950	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 20 TU)
	Road test prior to the service procedure	0121 0002	10 TU
	Road test after the service procedure	0121 0004	10 TU
Claim Comment:	As per TSB #2060814/2		



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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

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
4KE915233F	Battery Management Control Module	01

Additional Information

All parts and service references provided in this TSB (2060814) are subject to change and/or removal.

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