



Technical Service Bulletin

93 Problems with charging; various DTCs including B1A8604, B1A8704, U112100, U15AB00, P31CF00 stored in onboard charger

93 21 47 2061788/3 April 30, 2021. Supersedes Technical Service Bulletin Group 93 number 21-45 dated March 29, 2021 for reasons listed below.

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

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added Model Year 2020 and updated DTCs) Revised <i>Condition</i> (Added DTC)
2	03/29/2021	Revised header (Updated DTCs) Revised <i>Condition</i> (Added DTC)
1	02/06/2021	Initial publication

Customer states:

One or more of the following statements may be true:

- On certain DC chargers, the DC charging is interrupted after 15 minutes or does not start at all.
- DC charging at public charging stations does not work.

Various problems using AC charging:

- AC/DC charging is interrupted.
- The function button for charging flap 1/2 is defective.
- The charging flap cannot be opened.
- The auxiliary heating was activated via app but the vehicle was not pre-heated.

Workshop findings:

One or more of the following DTCs are stored in the high-voltage battery charger control module (OBC), J1050 (address word 00C6):

- **DTC B1A8604** (Function button charge door 1 faulty).



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- **DTC B1A8704** (Function button charge door 2 faulty).
- **DTC U112100** (Databus missing message).
- **DTC U13AE00** (Active parking system control module).
- **DTC U15AB00** (Fast battery charging (DC) Communication).
- **DTC P31CF00** (Charge cover A recognition cover locking).
- **DTC P31E700** (AC power supply cable Open circuit).
- **DTC U15AC00** (Signal damping log Malfunction).
- **DTC P1A1500** (Charging unit 2 Function restriction).
- **DTC U15B500** (Fast battery charging (DC) Charging station).
- **DTC P0CA400** (Hybrid/EV Battery Charging Voltage High).
- **DTC B191CF8** (Charge door communication malfunction).
- **DTC C12BB00** (Control motor).
- **DTC U15BF00** (Intelligent charging function faulty communication).
- **DTC P33EB00** (Battery management system check DTC memory).

Technical Background

Certain DC chargers can have the communication between the charger and vehicle interrupted, causing the charging to the vehicle to temporarily suspend.

The vehicle will also have AC charging communications errors.

Production Solution

Updated onboard charger (OBC) software.

Service

- | | | |
|--|--------------------------|-------------|
| 1. Before trying to duplicate the customer concern, check the battery control module (OBC), J1050 (address word 00C6) software level (Figure 1). | Hardware part number: | 5QE915684AD |
| | Part number: | 5QE915684AD |
| | Hardware version number: | H32 |
| | Software version number: | 0070 |
- Figure 1.** Software level check.



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If the software level is still at 0070, then proceed with the software update.

SVM Update Instructions:

2. Follow all instructions in *TSB 2011732: 00 Software Version Management (SVM), operating instructions*.
3. Attempt to duplicate customer concern. If a problem with the new software persists, then follow the respective test plan of new active DTC related to this problem according to step 4.

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
Audi e-tron quattro, Audi e-tron Sportback	5QE915684AD	0070	5QE915684AT	0079	C6A008

4. Then, using latest ODIS version, start diagnostics via Guided Fault Finding:

Select user test plan:

- 00C6 – High-voltage battery charger – J1050.
- 00C6 – High-voltage battery charger, functions.
- C6 – Reset charging timer and charging profiles to factory settings.

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:	9352
Damage Code:	0039



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Labor Operations:	Software Update	0151 0000	Time stated on the diagnostic protocol (Max 30 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 #2061788/3		

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 6160/VAS 6150	VAS tester with the current version of ODIS (Windows 10)

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 (2061788) 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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