



Technical Service Bulletin

93 After DC charging: 12V battery empty and/or charging problems at some charging stations

93 21 48 2063108/1 April 30, 2021.

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

Condition

Customer states:

- The vehicle does not switch to e-ready mode.

And/or

- The vehicle cannot be unlocked.

And/or

- 12V battery discharged.

And/or

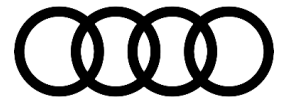
- Charging with charging target does not always work at charging stations.

Workshop findings:

- The customer statement can be reproduced.
- 12V battery totally discharged; vehicle therefore cannot be driven.
- After charging the 12V battery and erasing the DTCs, the vehicle can be charged with direct current and can then be driven.
- During DC charging, the charging station terminates the charging process and the internal charger keeps the bus awake or wakes it up and thus discharges the 12V battery.
- At some charging stations, charging with charging target does not always work or charging is terminated.

Technical Background

If the charging station stops charging, the high-voltage battery charger control module (OBC) keeps the vehicle bus awake (or wakes it up) and over time the 12V battery is discharged. The control module does not detect that the charging station has stopped charging.



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Production Solution

Introduction of high-voltage charger software 0070 with a hardware change for production. Software 0070 could not be deployed for service due to the hardware changes. The software 0031 in this TSB is the service solution for vehicles built **before** the hardware and software update.

Service

If the TSB applies, perform the items below before performing the update:

- Charge the 12V battery and ensure that the vehicle ready to drive.
- Read all DTCs and upload to GFF paperless.



Note:

To prevent the high-voltage battery from charging during the software update, the high-voltage charging cable on vehicles with high-voltage components must be unplugged **BEFORE** the SVM code is entered.

Please note that charging the high-voltage battery during a software update can cause damage to the high-voltage components.

SVM Update Instructions

1. Follow all instructions in TSB 2011732: 00 Software Version Management (SVM), operating instructions.
2. Update the high-voltage battery control module (OBC), J1050 (address word 00C6) using the SVM action code as listed in the table below, if necessary:

Model	High-voltage battery charger control module (OBC) Hardware part number	Old Software Part Number	Old Software Version (or lower)	New Software Part Number	New Software Version (or higher)	SVM Code Input
Audi e-tron quattro	5QE915684J	5QE915684J	0023	5QE915684L	0031	C6A006

3. After the software update, using latest ODIS version, start diagnostics via Guided Fault Finding and Select self test:



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



Tip: Various DTCs may be generated after the flashing procedure on some vehicles. Put the vehicle in a corresponding bus sleep mode after performing the basic settings. To do so, lock the vehicle, disconnect the charging unit and diagnostic adapter, and wait five minutes (depending on the vehicle equipment, bus sleep mode may need to be activated again).



Tip: After the flashing procedure, the following two DTCs may be present:

- **DTC U15BF00** (Intelligent charging function, communication failure).
- **DTC U15AC00** (Signal attenuation recording failure).

Because of a diagnostic flaw, these DTCs are static and cannot be erased. You may ignore these DTCs.

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 vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9352		
Damage Code:	0039		
Labor Operations:	Charge Battery (12 volt)	2706 8950	See SRT with associated operations
	Software Update	0151 0000	30 TU
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 30 TU)
	Road test prior to service procedure	No allowance	0 TU



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	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2063108/1		

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 (2063108) 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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