



Technical Service Bulletin

93 Repeated charge complete notifications received in the myAudi app

93 21 57 2064636/1 October 31, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audie-tron quattro, Audi e-tron sportback quattro	2020 - 2022	All	Not Applicable

Condition

Customer states:

- The myAudi app reports the vehicle is done charging multiple times.

Workshop findings:

- The specified customer statement can be reproduced.

Technical Background

Software issue/diagnostic irregularity.

Production Solution

New software in production.

Service



Applies to vehicles with high-voltage components:

To prevent charging of the high-voltage battery during the software update, the high-voltage cable is to be removed BEFORE entry of the SVM code on vehicles with high-voltage components.

Charging the high-voltage battery during a software update can damage the high-voltage components.

If the above concern has been confirmed, proceed with checking the software part number, hardware part number, and the software version of the hybrid battery management, J840 (address word 008C), and switching unit for high-voltage battery SX6.



Technical Service Bulletin

Hybrid battery management, J840 (address word 008C) and switching unit for high-voltage battery SX6:

1. To obtain the installed software part number, hardware part number, and the software version of the hybrid battery management, J840 (address word 008C) the following Guided Function must be run in ODIS: *diagnostic address 008C >> Guided Function >> Identification.*

The test plan will identify the J840 and ask “Do you still want to read additional identification data” (Figure 1). Make note of the installed software part number, hardware part number, and the software version, then select “Yes.”

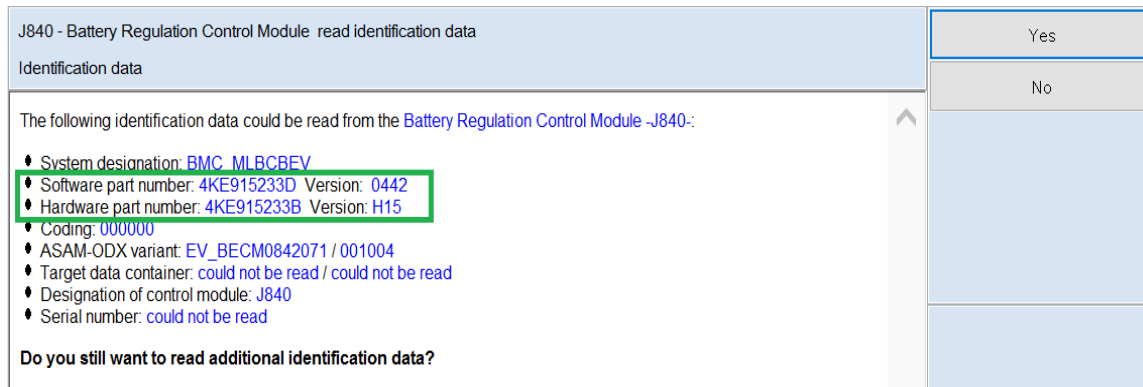


Figure 1. Identification of battery regulation control module.

2. The switching unit for high-voltage battery SX6 is a sub-control module of the hybrid battery management, J840 (address word 008C).

After selecting yes in the previous step, the scan tool will ask if you want to read and display the subsystems, select “Yes” (Figure 2).

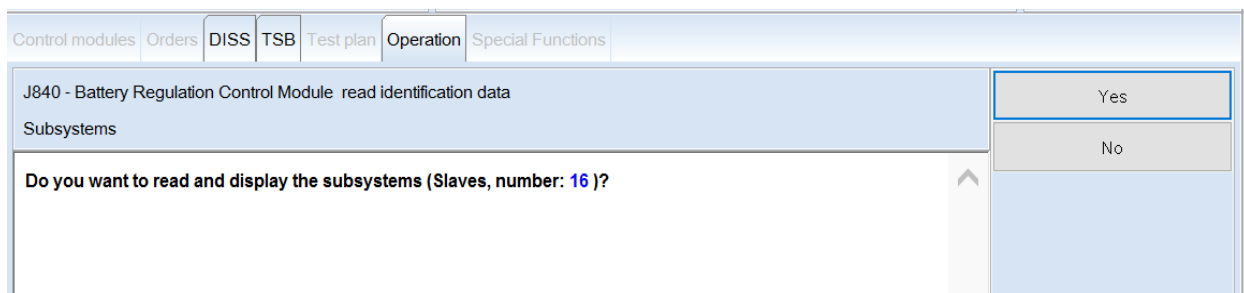
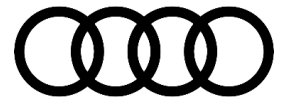


Figure 2. Subsystems screen.

3. After the scan tool reads the sub-control modules the screen will display them. The first control module should be listed as the battery interrupt switch, this is the switching unit for high-voltage battery SX6 (Figure 3).

Make note of the installed software part number, hardware part number, and the software version then exit the Identification test plan.



Technical Service Bulletin

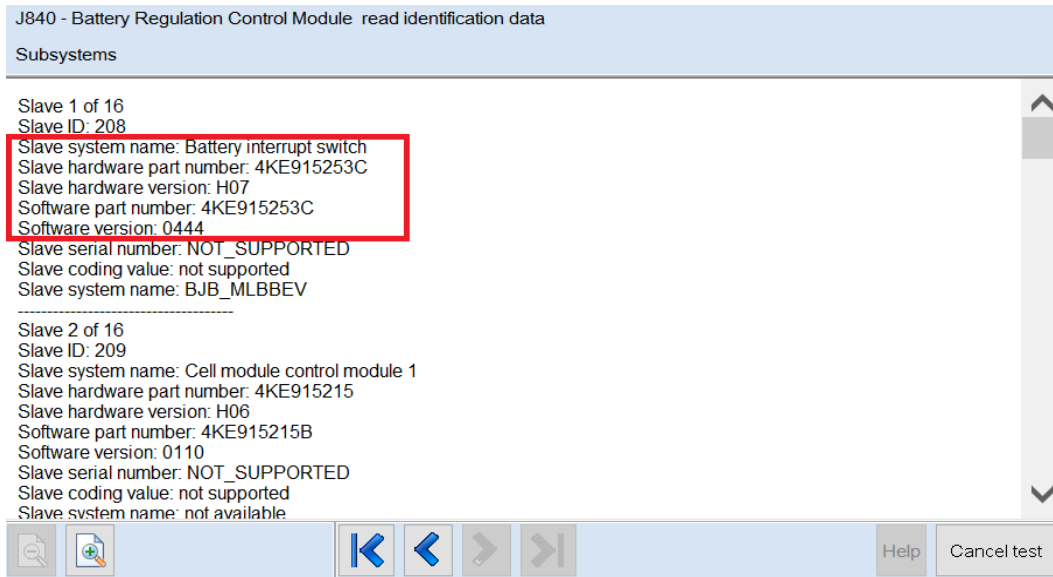


Figure 3. Identification of switching unit for high-voltage battery SX6.

4. Compare the installed software part number, hardware part number, and the software version to the table below. If both control modules have a software part number, hardware part number, and software version in the table below proceed to the SVM instructions.
If installed software part number, hardware part number, and software version are not in the table below this TSB does **not** apply.

Control module identification	Part number	Software version	Hardware part number	Hardware version
Battery management controller (J840)	4KE915233D	0442	4KE915233B	H15
Switching unit for high-voltage battery (SX6)	4KE915254D	0444	4KE915254D	H08
	4KE915253B		4KE915253B	H05
	4KE915253C		4KE915253C	H06
				H07
	4KE915253D		4KE915253D	H08



Technical Service Bulletin

SVM Update Instructions



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. Charging the high-voltage battery during a software update can cause damage to the high-voltage components.

5. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.

6. Update the hybrid battery management, J840 (address word 008C), and the switching unit for high-voltage battery (SX6) using the SVM action code as listed in the table below, if necessary:



Note:

The parking brake must be released and the diagnostic interface must be hardwired to the scan tool.

Model	Control module	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	J840 (008C)	4KE915233D	0442	4KE915233H	0462	RWBETRON2
	SX6 (06D0)	4KE915253C	0444	4KE915253E	0445	

Warranty

Claim Type:	<ul style="list-style-type: none">Use applicable claim type.If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9325		
Damage Code:	0039		
Labor Operations:	Software Update	0151 0000	50 TU
Diagnostic Time:	GFF (Checking installed software per TSB)	0150 0000	Time stated on the diagnostic protocol (Max 30 TU)



Technical Service Bulletin

	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2064636/1		

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 (2064636) 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.

©2021 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.