

Technical Service Bulletin



91 Audi Phone Box: wireless charging doesn't work

91 23 79 2064681/2 March 8, 2023. Supersedes Technical Service Bulletin Group 91 number 21-38 dated October 1, 2021, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Models	2019 – 2023	All	Audi Phone Box with wireless charging

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added model years and models) Revised service (Added info about MagSafe charging used in Apple devices)
1	10/01/2021	Initial publication

Customer states:

That the mobile device sometimes cannot be charged wirelessly. One of the following three situations is described:

- The phone gets very hot while charging and charging is canceled and/or the phone goes into thermal protection mode.
- The phone is not charged and the following message is shown on the MMI: "The device cannot be charged as there is another object in the charging cradle."
- The phone does not start charging after it has been placed in the charging cradle.

The mobile device supports wireless charging or the customer uses a charging cover that enables wireless charging.

Technical Background

Technical limitations of the wireless charging standard.

Production Solution

Not Applicable



Service

The wireless charging feature can be affected by multiple external factors.

Please check whether the concern can still be reproduced under normal conditions.

To do so, please check the following items:

- Make sure that wireless charging is activated in the MMI settings (please refer to the vehicle's owner's manual).
- Ensure that there are no objects other than the mobile phone in the charging cradle.
- If the phone is in a case or has a back cover, please check if the phone charges when put in the cradle without a case or cover.
- The position of the phone has a significant effect on the charging characteristics. Please ensure that the phone is centered in the charging cradle when performing the tests.
Background: The charging cradle uses three integrated charging coils, only one of which is actively used at any one time. With smaller devices, more energy is lost and more heat is produced if the device is significantly misaligned from the center position.
- The device may become very hot during wireless charging, especially if the phone's battery is low when placed on the charging pad. Therefore, check whether the concern can still be reproduced when the battery level is above 80%.
- Intensive app use during wireless charging can cause the device to become very hot. Please check if the concern can still be reproduced when all apps are closed and stopped, including CarPlay or AndroidAuto.

NOTICE

If intensive use is required, we recommend using a USB connection instead.

- It can take up to 60 seconds for charging to start.
- Please also check if the charger works when a different phone is used.

If the concerns persist, continue the repair process using Guided Fault Finding.

NOTICE

For Apple iPhone generations 12, 13 and 14:

These devices are equipped with MagSafe charging technology. This technology is not 100% compatible with the industry standard Qi system used in the vehicle. This can lead to higher power losses and more heat generation compared to other Qi-certified, devices, in particular during intense use while charging. This can lead to temporary restrictions in the phone's functionality as well as the phone entering thermal protection mode and shutting off. Please explain that this behavior is normal and caused by the phone, not the vehicle. Do not replace parts as that will not resolve the customer complaint.



Warranty

This TSB is informational only and not applicable to any Audi warranty.

Additional Information

All part and service references provided in this TSB (**2064681**) 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.

2023 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.