



# Technical Service Bulletin

## 27 Battery: Vehicle's 12V battery is drained, documentation requirements before replacement

27 23 62 2069747/5 November 15, 2023. Supersedes Technical Service Bulletin Group 27 number 23-59 dated September 8, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Vehicles	2019 – 2025	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised header (added MY25)
4	09/08/2023	Revised Condition (removed customer statement and generalized findings)
3	06/06/2023	Revised service (added info about transcription with ODIS)

### Workshop findings:

- The 12V Battery has to be replaced for any reason.


## Technical Background

In order to determine the root cause of the drained battery, additional information from the vehicle is required.

## Production Solution

Not applicable.

## Service

 **NOTICE**

**Please ensure that the battery is not drained due to an external influence:**

- **Keeping the ignition on for a prolonged amount of time.**
- **Parking the vehicle for a prolonged amount of time without a battery maintainer being attached (>90 days).**
- **Non-OEM accessories being attached to the vehicle that may use electrical power while the vehicle is parked.**



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- Replacement of drained or damaged batteries due to external influence is not applicable to warranty and claims regarding such cases may be denied.

## NOTICE

Please ensure that the vehicle batteries are at an acceptable state of charge when the vehicle arrives at the service center.

- If the vehicle is parked for a prolonged amount of time (for example, waiting for parts), periodic (at least monthly) checks should be performed regarding the battery's state of charge.
- If the battery's state of charge is below 80%, the battery should be recharged immediately.

Any time a 12V battery (A) needs to be replaced, the following procedure must be performed before installing the new 12V battery (A):

Please connect a 12V battery charger.

## NOTICE

In some cases, the battery may be too low to allow the battery charger to start up. In such cases, the charger can be started by "jump starting" it by connecting jumper cables from a good battery to the damaged battery for a moment while the charger is connected. (The jumper cables only have to be touched to the poles as the vehicle charger needs to see an initial voltage to start up. They can be taken off as soon as the vehicle charger starts charging.)

Please perform the following test plan in ODIS:

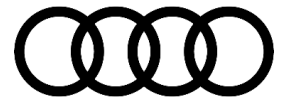


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1. GFF >> 19 -  
Diagnostics  
interface for  
databus >>  
Guided Functions  
>> Reading  
history data.

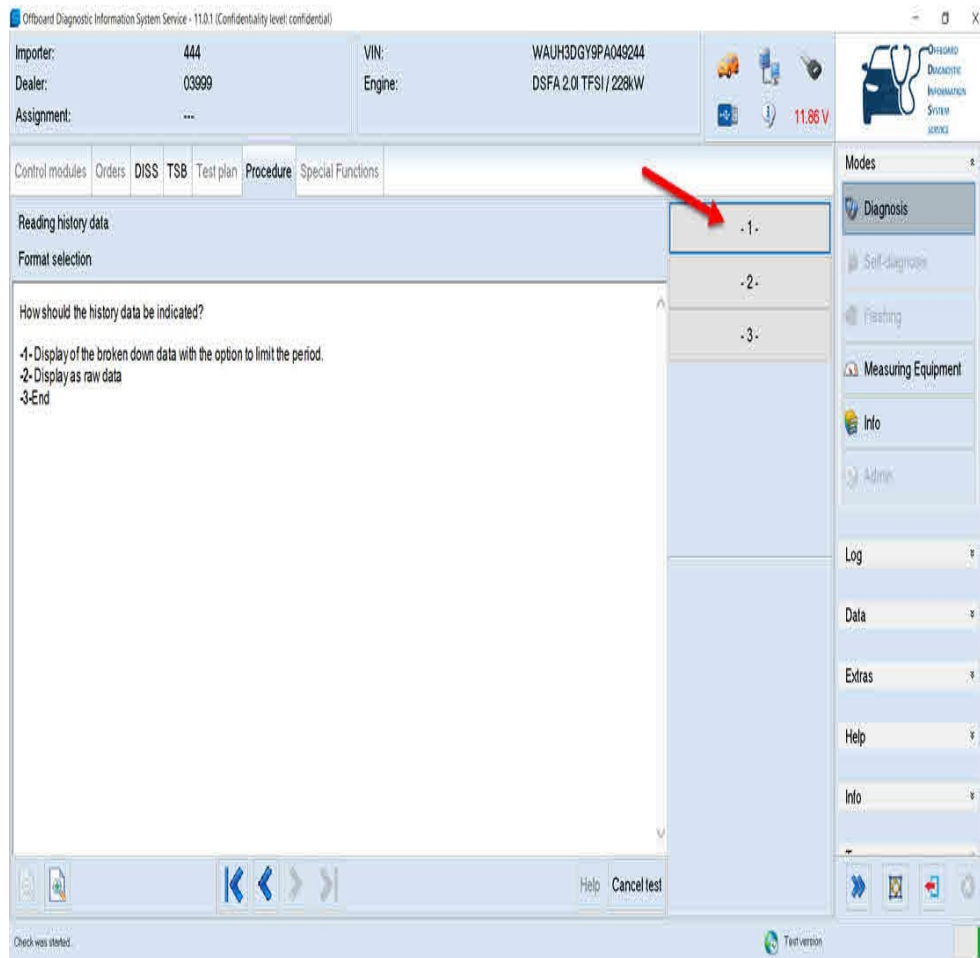
The screenshot shows the diagnostic software interface. The main window displays a list of control modules with columns for Address, Event, and Name. The 'Data Bus OBD Interface (0019 - Data Bus OBD Interface)' module is highlighted in red. A red arrow points to the '0019' address in the list. A 'Guided Functions' dialog box is open, showing a list of functions for the selected module. The '0019 - Read history data' function is highlighted in blue, and a red arrow points to it. The dialog box also includes 'Run' and 'Cancel' buttons.

Address	Event	Name
0017	1	Instrument cluster (0017 - Instrument cluster)
0018	0	Auxiliary/parking heating (Not yet identified)
0019	2	Data Bus OBD Interface (0019 - Data Bus OBD Interface)
0021	0	Battery management 2 (Not yet identified)
0022	0	All-wheel drive electronics (0022 - All-wheel drive electronics)
0023	1	Brake boost (0023 - Brake Boost) (SWA)
0028	0	Steering column lock (0028 - Electronic steering column lock)
0036	0	Seal adjustment, driver side (0036 - Driver side seal adjustment)
003C	1	Lane change assistance (003C - Lane change assistance)
003D	0	Special function (Not yet identified) (---)
0042	0	Driver's door electronics (0042 - Driver's Door Electronics) (BY0959593L 0350 TSG FS)
004A	0	Driver's steering (004A - Driver's steering) (RW0971AF0 10A0 BASGFN1M0R37)



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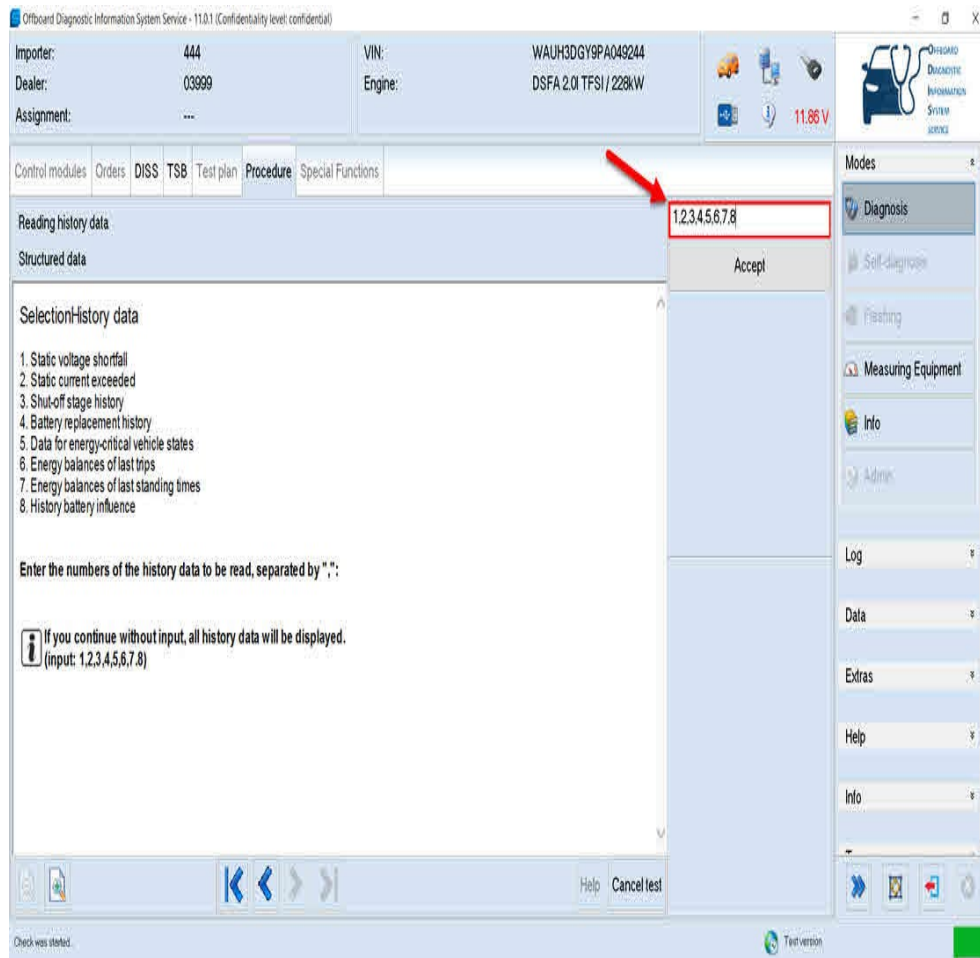
2. On the screen “Format selection”, select option *-1- Display of the broken down data with the option to limit the period.*





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3. On the screen “Structured data”, enter 1,2,3,4,5,6,7,8 and then *accept*.

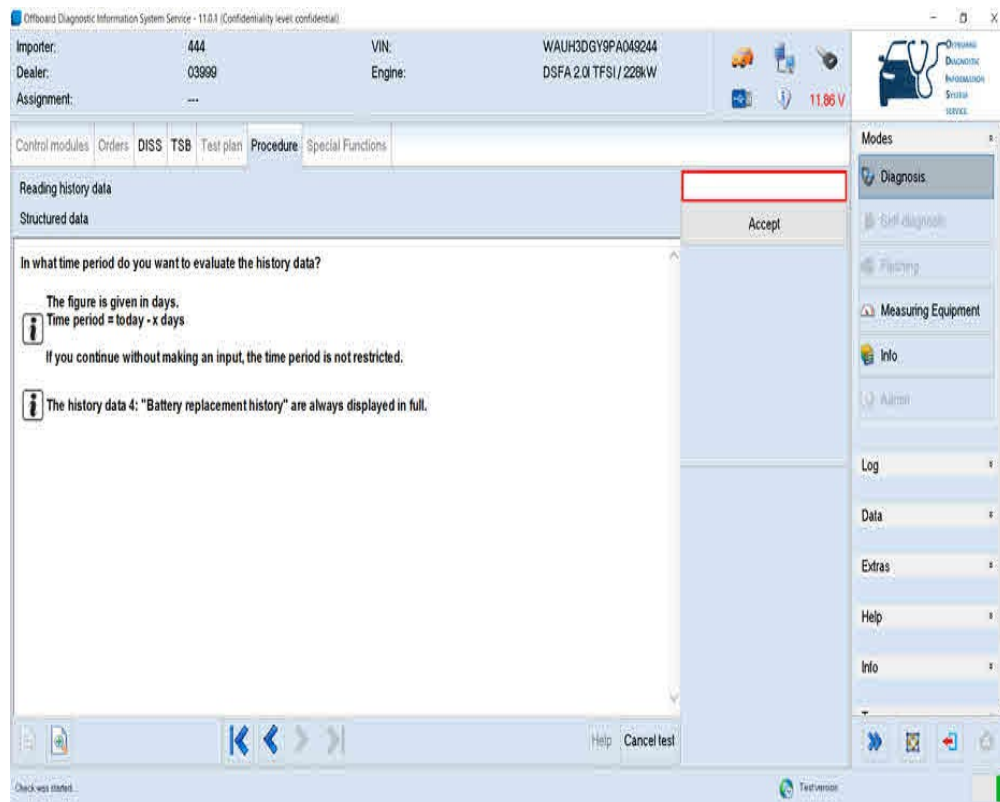




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4. On the next screen “Structured data”, enter the amount of days of history data that should be printed out.

**Remark:**  
Selecting a range that is too large may cause the test plan to fail. In such a case, retry with a smaller range.



ODIS will now output the battery history data on the screen and store it to the GFF log.

For example, that data may help you to determine if the drained battery may be caused by misuse or external influence, for example:

## Section 5 – Energy critical conditions.

- Displays certain parameters when the vehicle wasn't able to be started due to a low 12V battery, like if the transmission was in Park during the time the vehicle was discharging the battery, if any lights were on during that time, if the ignition was left on, etc.

## Section 7 – Energy balance standing

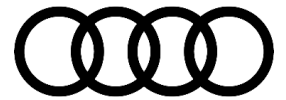
- Displays the time and battery discharge that the vehicle was parked. According to the owner's manual, the customer is responsible to service (charge) the 12V battery after one month of the vehicle not being driven.

Should an entry here show a duration of last standing time of more than ~750h, combined with a large battery discharge and under-voltage time under section 1, the battery may be defective due to an external influence.

## Warranty

Please claim the GFF time required to perform this TSB on the claim requiring the battery replacement.

## Additional Information



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All parts and service references provided in this TSB (**2069747**) are subject to change and/or removal.

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