



Technical Service Bulletin

93 Q4 e-tron charging complaint after combined update to 3.2.1, campaign 91FN

93 24 39 2072822/1 January 23, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2022 – 2023	All	Not Applicable

Condition

Customer states:

After the service campaign 91FN was performed:

- The vehicle/the high-voltage battery can no longer be charged.
- Charging at an external wallbox using surplus photovoltaic power is no longer possible.
- The vehicle no longer “wakes up” after a charging break.

Workshop findings:

- The customer concern can be duplicated.
- No relevant DTC entries are stored which indicate a problem with the high-voltage battery/high-voltage system.

Technical Background

After performing the service campaigns 91FN, it is essential to perform a reset of the control unit for high-voltage battery charger control module (J1050/AX4) by taking out fuse 3 on fuse holder B (SB3) for approx. one minute.

Production Solution

Not applicable.

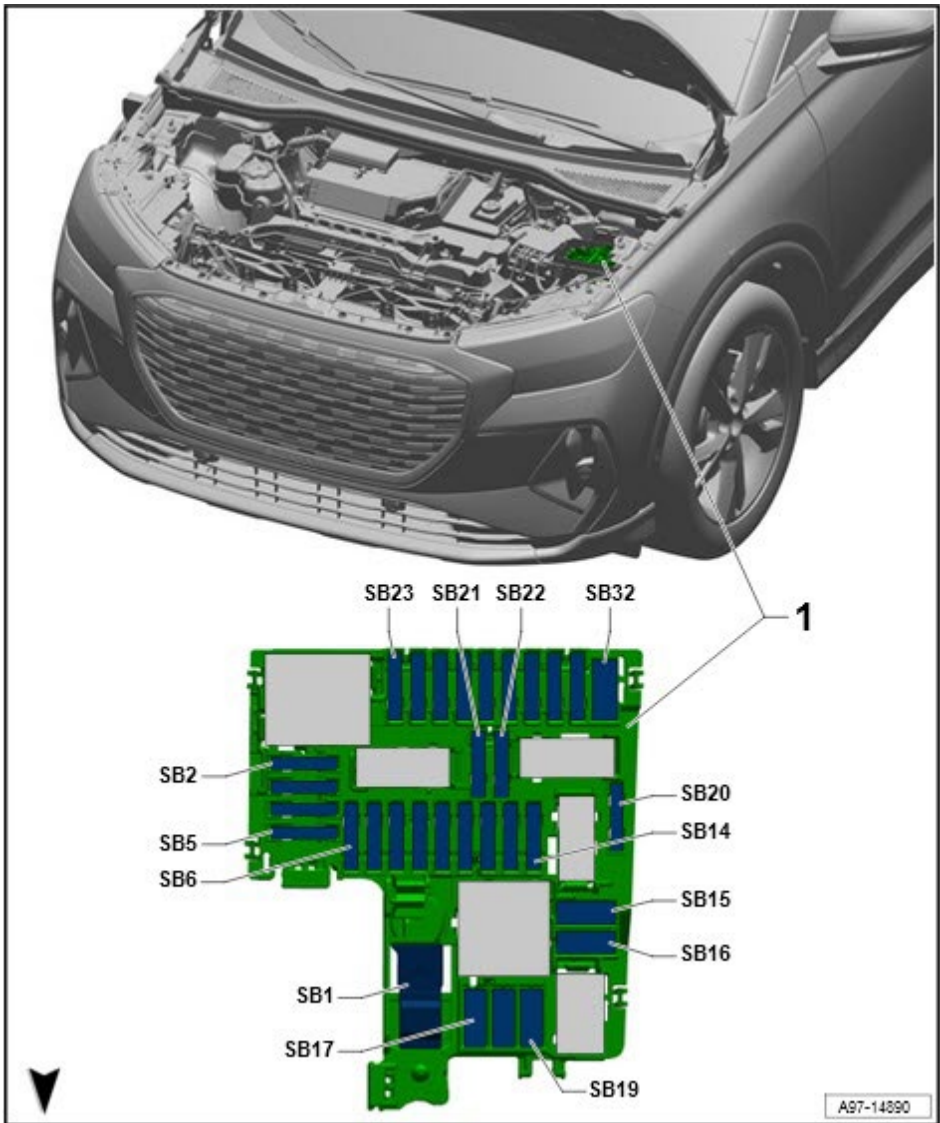
Service

Reset the control unit for high-voltage battery charging unit by taking out fuse 3.

- Remove fuse 3 (power supply to control unit for high-voltage battery charger control module (J1050/AX4)) on fuse holder B (SB3) for approx. one minute and then insert it again.



Technical Service Bulletin



Warranty

Claim Type:	• 110 Up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.
Service Number:	9352
Damage Code:	0039



Technical Service Bulletin

Labor Operations:	Repair high-voltage charging unit	9352 4199	10 TU
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 TU)
	Test drive before the service procedure	No allowance	0 TU
	Test drive after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2072822/1		

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 (**2072822**) 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.

©2024 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.