



# Technical Service Bulletin

## 93 e-tron / Q8 e-tron remaining range shown too low after replacing the battery regulation control module (BCM)

93 24 40 2072986/1 February 19, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron quattro	2019 2021 – 2023	All	Not Applicable
e-tron Sportback quattro	2021 – 2023		
e-tron S	2022 – 2023		
Q8 e-tron, Q8 Sportback e-tron, SQ8 e-tron, and SQ8 Sportback quattro	2022 - 2023		

## Condition

### Customer states:

The vehicle range shown in the cluster after replacing the module is too low.

### Workshop findings:

The customer statement can be reproduced.

## Technical Background

The programming process for the battery regulation control module, -J840- address word 008C, takes a few charging cycles to update with the new remaining range after replacing the module. This process can be sped up by the measure described (charging and discharging from 0-100%) and the correct range is then shown to the customer.

## Production Solution

Not applicable.

## Service

The following procedure must be performed if both the customer complaint and workshop findings apply.





# Technical Service Bulletin

**All steps must be performed in the correct order to achieve the desired result.**

1. Charge the vehicle to 100%.
  2. Break 1 (approx. 2h) Note: no electrical equipment must be active -> data bus sleep mode (Vehicle must not be connected to HV charger).
  3. Then discharge the vehicle as completely as possible (charge level 0%, range 0 km).
  4. Break 2 (approx. 2h) Note: no electrical equipment must be active -> data bus sleep mode (Vehicle must not be connected to HV charger).
  5. Charge the vehicle to 100%.
- Break 3 (approx. 2h) Note: no electrical equipment must be active -> data bus sleep mode (Vehicle must not be connected to HV charger).

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 Up to 48 Months/50,000 Miles.</li> <li>• G10 for CPO Covered Vehicles – Verify Owner.</li> <li>• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9325		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Charge high voltage battery	9303 8999	20 TU
	Check and discharge high voltage battery	9303 0599	50 TU
	Charge high voltage battery	9303 8950	10 TU
	Check Vehicle (bus sleep mode)	0689 0199	10 TU
<b>Diagnostic Time:</b>	GFF	0150 0060	Time stated on the diagnostic protocol (Max 80 TU)
	Road test prior to the service procedure	0121 0002	10 TU
	Road test after the service procedure	0121 0004	10 TU
<b>Claim Comment:</b>	As per TSB 2072986/1		

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.



# Technical Service Bulletin

---

## Additional Information

All parts and service references provided in this TSB (2072986) are subject to change and/or removal.

©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.