



Technical Service Bulletin

93 Q8 e-tron - remaining range displayed is too low

93 24 53 2073760/1 May 14, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q8 e-tron, Q8 Sportback e-tron, SQ8 e-tron, and SQ8 Sportback e-tron	2024	Not Applicable	Not Applicable

Condition

Customer states:

- The remaining range displayed is too low.

AND

- The remaining range displayed gets lower and lower at the same charge level after charging.

Workshop findings:

- The customer complaint can be reproduced.
- There is not a sudden drop in the range displayed; there is an unexpected gradual loss of range which occurs repeatedly after charging over time.

Technical Background

When the customer charges the vehicle frequently for short charging cycles can affect the range calculation.

Production Solution

Not applicable.

Service

The calculated range may differ over time from the actual value in particularly rare cases.

The customer's charging behavior can affect the probability of this issue occurring (e.g., many short charging cycles will increase the likelihood of the issue occurring).

After the procedure below is performed, there should be a positive change in the remaining range displayed.

The procedure is not a permanent solution to the issue. As the probability of the issue occurring again is affected by the customer's charging behavior, a recurrence of the issue cannot be ruled out.



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



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 -> bus sleep mode (high-voltage connectors must be open)
 - Note: vehicle must no longer be connected to the charger -> please unplug the charging connector
3. **Then discharge the vehicle as fully as possible (charge level < 10%)**
4. **Break 2 (approx. 2h)**
 - Note: no electrical equipment must be active -> bus sleep mode (high-voltage connectors must be open)
5. **Charge the vehicle to 100%.**
6. **Break 3 (approx. 2h)**
 - Note: no electrical equipment must be active -> bus sleep mode (high-voltage connectors must be open)
 - Note: vehicle must no longer be connected to the charger -> please unplug the charging connector

The above listed procedure can be provided to the customer to prevent repeat visits for a gradual loss in the calculated range.

Warranty

Claim Type:	<ul style="list-style-type: none"> • 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		
Labor Operations:	Charge high-voltage battery	9303 8950	See SRT with associated operations
	Check high-voltage battery	9303 0199	40 TU
	Check vehicle (bus sleep mode)	0689 0199	10 TU



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	Discharge high-voltage battery	9303 8999	Please bill according to time required. (Max 150 TU)
Diagnostic Time:	GFF	0150 0010	See SRT with associated operations
	GFF	0150 0060	Time stated on the diagnostic protocol (Max 30 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 2073760/1		

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 (**2073760**) 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.

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