



Technical Service Bulletin

55 Charging port door does not open/close

55 24 97 2070578/2 June 6, 2024. Supersedes Technical Service Bulletin Group 55 number 23-75 dated June 6, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron GT, and RS e-tron GT	2023	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Condition</i> (Modify workshop findings) Revised <i>Technical Background</i> (Modify technical background) Revised <i>Production Solution</i> (Modify production solution) Revised <i>Service</i> (Modify repair instructions) Revised <i>Required Parts and Tools</i> (Modify quantity of parts)
1	06/06/2023	Initial publication

Customer states:

- The status (open/closed) of the charging port door(s) is displayed incorrectly in the driver information system (DIS).
- The charging port door(s) cannot be opened/closed.

Workshop findings:

- The status of one or both charging port doors is not detected correctly. The charging port door actuator(s) deviates.
- The charging port door(s) is stuck.

Technical Background

The charging port door actuator deviates. The charging port door(s) is stuck.

Production Solution


Process optimization.



Technical Service Bulletin

Service

1. Only replace the affected charging port door actuator(s) and the affected charging port door insert(s) according to the Elsa Repair Manual.

 NOTICE
Any replaced actuator(s) and insert(s) will be requested for analysis.

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 any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	5544		
Damage Code:	0017		
Labor Operations:	Fuel filler door remove + reinstall	5537 1905	See SRT with associated operations
	Fuel door positioning motor remove + reinstall	5544 1955	See SRT with associated operations
	2 Fuel door positioning motors remove + reinstall (includes: 2 Fuel filler doors remove + install)	5544 2099	60 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2070578/2		

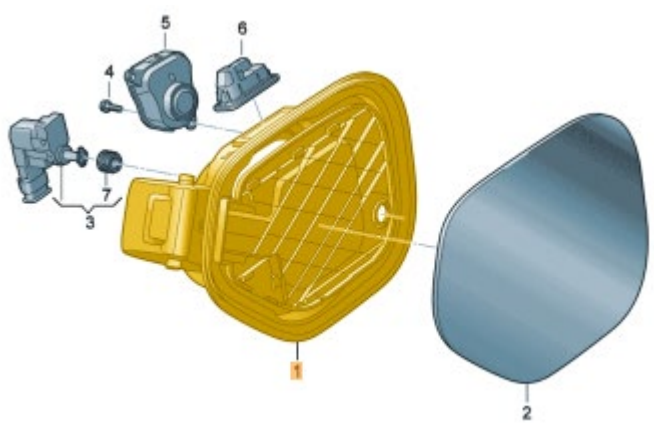
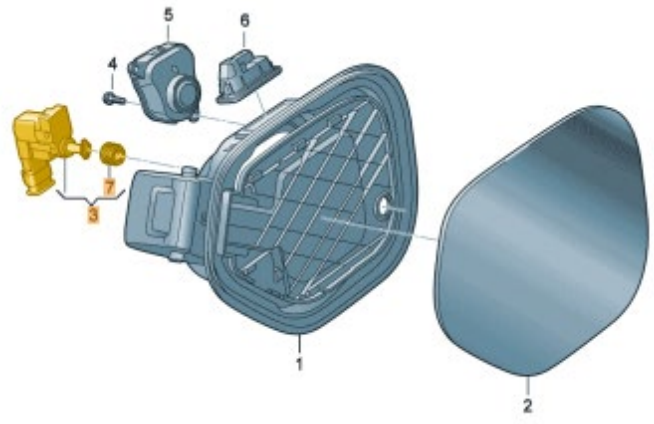
All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Required Parts and Tools



Technical Service Bulletin

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
9J1962625B	Actuator	01 or 02
4J3821241D	Insert	00 or 01
4J3821242D	Insert	00 or 01



Additional Information

All parts and service references provided in this TSB (2070578) 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.