



# Technical Service Bulletin

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## 93 Service info: fuel tank flap cannot be opened on plug-in hybrid vehicles

93 24 87 2074708/1 July 27, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5 e quattro	2020 – 2024	All	Not Applicable
A8 e quattro	2020 – 2021		
A7 e quattro	2021 – 2022		

## Condition

### Customer states:

Tank flap cannot be opened; tank flap cannot be released with remote control key.

### Workshop findings:

Tank flap cannot be opened; tank flap cannot be released with remote control key.

## Technical Background

Hydrocarbons are formed during purely electric driving; this means that there is a risk that the activated charcoal filter will be overloaded, and it will no longer be able to bind the hydrocarbons. For this reason, plug-in hybrid electric vehicles have a pressure vessel.

During purely electric driving, the valve is closed, and this closes off the line leading to the activated charcoal filter. This results in pressure building up in the fuel tank.

The tank flap is locked permanently and cannot be opened by hand. The pressure in the fuel tank must first be released before the fuel tank can be opened.

## Production Solution

Not applicable.

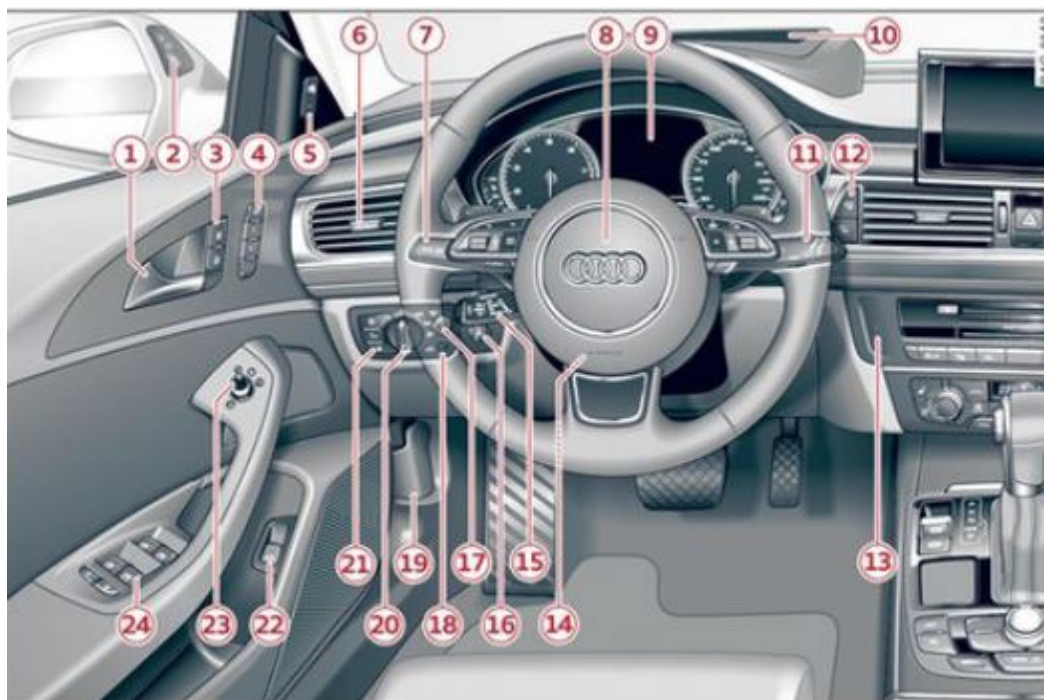
## Service

In the following example, the button to open the tank flap is labelled with the number 22 (Figures 1 & 2).

Depending on the vehicle type, the button for the automatically operated rear lid is also in the same area.



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**Figure 1.** The button to open the tank flap is labeled number 22.



**Figure 2.** Closer detail of the button to open the tank flap.

On vehicles with plug-in hybrid drive, the tank system must be bled before the tank flap is opened.

The procedure for bleeding the system is initiated by pressing the button in the door trim.

After bleeding, the tank flap opens automatically by approx. 10-15 mm within a few seconds; it can then be opened fully by hand.

After pressing the button, a limited amount of time is available to refuel the vehicle.

Once this time limit has been exceeded (the valve in the fuel filler neck closes again), the button must be pressed again to continue refueling the vehicle.

Please inform the customer about this procedure. Please also refer to the information in the Owner's Manual.

## Warranty

This TSB is informational only and not applicable to any Audi Warranty.



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## Additional Information

All part and service references provided in this TSB (**2074708**) 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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