



Technical Service Bulletin

93 Service info: 12V battery is empty after vehicle is charged - e-tron

93 24 88 2074707/1 July 27, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron Sportback	2020 – 2022	All	Not Applicable
e-tron	2021 – 2021		

Condition

Customer states:

- 12V battery is discharged.
- Vehicle can no longer be started.
- Vehicle electrical system no longer has power after a high-voltage charging cycle.
 - Vehicle cannot be unlocked as a result.
 - Vehicle cannot be started as a result.

Workshop findings:

- The specified customer statement can be reproduced.

Technical Background

Software issue.

Production Solution

Updated software is available as part of the 93N1.

Service

NOTICE

Try to reproduce the customer complaint (based on the description/cause of the issue), so that it can be clearly assigned to this TSB. The following repair must only be carried out if all the criteria (model/type, chassis number, engine/motor and gearbox code, PR number(s), part number, software version, code etc.) apply exactly. Otherwise, this solution will not eliminate the problem, and repeat repairs may be necessary. In such a case, we may reject the warranty claim and redebate the parts.



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The customer complaint specified above can be solved with the update from campaign 93N1.



Please always process all open campaigns before you apply any other TSBs.

Warranty

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

Additional Information

All part and service references provided in this TSB (**2074707**) 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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