



Technical Service Bulletin

93 E-motor: Shuddering when charge level is low

93 24 17 2071340/2 September 24, 2024. Supersedes Technical Service Bulletin Group 93 number 23-22 dated September 7, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5 e quattro	2020 – 2023	All	Not Applicable
A7 e quattro	2021 – 2022		

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Updated instructions) Revised <i>Warranty</i> (Updated Claim Type)
1	09/07/2023	Initial publication

Customer states:

- The vehicle shudders after pulling away when the engine is switched on and the charge level of the high-voltage battery is in the red area.

Workshop findings:

- The complaint can be reproduced.
- The affected vehicle has one of the vehicle equipment versions specified below.

Technical Background 1

Not applicable.

Production Solution

Not applicable.



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Service

- This TSB applies if the customer statement and the two workshop findings are relevant.
- When flashing with the SVM code 8CA001, please note that it is essential that the code 8CA011KONF is performed afterwards.

Address: 008C System name: 8C - Hybrid Battery Management

[-] Identification:

Data source:	Vehicle
Hardware part number:	4M0915233C
Part number:	4M0915233AE
Hardware version number:	H08
Software version number:	0278

Figure 1. Hybrid Battery Management software and version.

SVM Update Option 1 Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions.*
2. Update the Hybrid Battery Management control unit (J840) using the SVM action code as listed in the table below, if necessary:

NOTICE

To prevent the high-voltage battery from charging during the software update, the high-voltage charging cable on vehicles with high-voltage components must be unplugged ***BEFORE*** the SVM code is entered. Charging the high-voltage battery during a software update can cause damage to the high-voltage components.

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
Q5 TFSIe	4M4915233G	0371	4M4915233K	0373	8CA009

SVM Update Option 2 Instructions



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NOTICE

For this repair option, two SVM codes need to be run; they must be in the order provided below.

1. Follow all instructions in TSB 2011732: 00 Software Version Management (SVM), operating instructions.
2. Update the Hybrid Battery Management control unit (J840), the Battery Junction Box (SX6) and the Cell Module Control units (CMC) using the SVM action code as listed in the table below, if necessary:

NOTICE

To prevent the high-voltage battery from charging during the software update, the high-voltage charging cable on vehicles with high-voltage components must be unplugged ***BEFORE*** the SVM code is entered. Charging the high-voltage battery during a software update can cause damage to the high-voltage components.

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
Q5 TFSIe	4M0915233R	0273	4M0915233AE	0278	8CA011 + 8CA011KONF
		0274			
A7 TFSIe	4K0915233	0275	4K0915233A	0278	
	4M4915233B	0371	4M4915233J	0373	

In very rare cases, a slight judder may be noticeable in certain accelerator pedal positions despite the updated software. This is due to the combustion engine being switched on. This behavior is normal. It is not necessary to replace any parts.

Warranty

Claim Type:

- If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.



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Service Number:	9327		
Damage Code:	0040		
Labor Operations:	Software update	0151 0000	Time stated on the diagnostic protocol
	Software update	0151 0000	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2071340/2		

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.

Additional Information

All part and service references provided in this TSB (**2071340**) 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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