

Vehicle-specific service

Topic	91 PSS MIB3: Charging target cannot be adjusted in the MMI
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2076055/2
Level	EH
Status	Released for publishing
Release date	Apr 5, 2025

Vehicle data

Q4

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F4*	2022	A		*	*	*
F4*	2023	A		*	*	*
F4*	2024	A		*	*	*
F4*	2025	A		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
WA1	*	FZ	*	P	*	000001	999999		
WA1	*	FZ	*	R	*	000001	999999		
WA1	*	FZ	*	S	*	000001	999999		
WA1	*	FZ	*	N	*	000001	999999		

Documents

Document name
master.xml

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Condition</i> (Updated customer statement and workshop findings) Revised <i>Service</i> (updated expected date for updated information)
1	11/22/2024	Initial publication

This PSS applies to MY22 – MY25 Q4 e-tron, and Q4 Sportback e-tron.

Customer states:

- The charging target setting cannot be adjusted.
- The charging timers cannot be set in the app or on the MMI.
- The customer may state they also see an error warning in the myAudi app:
“The desired charging target cannot be sent. An unknown error has occurred”

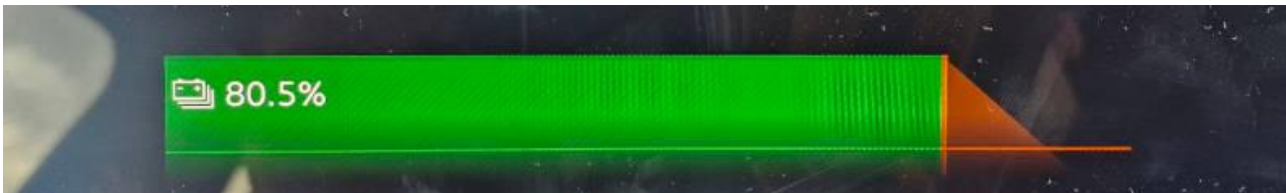


Figure 1: Charge target setting in the MMI.

Workshop findings:

- The customer complaint can be reproduced; the charging target is set to 84% and cannot be adjusted.
- The adjustment options with a plus symbol / minus symbol / red dot is not displayed.
- Error message appears in the myAudi app indicating that the charging target cannot be sent.
- The charging timers cannot be set in the app or in the MMI.

Technical Background

Technical background is still under analysis.

Production Solution

Not applicable

Service

1. Explain to the customer that the complaint is currently under analysis. More information regarding the implementation of a measure is expected to be available by the end of the 2nd quarter of 2025 (subject to

change) and that no repairs are necessary at this point.

2. Do not replace any components for this condition since this will not resolve the customer's concern.
3. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (*Related Links >> Service*).

Warranty

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



CAUTION

Replacing parts or attempting repairs will not fix the problem. Unjustified labor/replacement parts will be charged back. Invoicing under warranty is not permitted.

Additional Information

All part and service references provided in this TSB (**2076055**) 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.

©2025 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.