

 Connection offline

## Technical Service Bulletin

<b>Topic</b>	93 Q8 e-tron: 12V battery discharged due to high-voltage battery charging unit bus wake-up
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2077527/1
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Apr 9, 2025

### New customer code

Object of complaint	Complaint type	Position
vehicle service -> vehicle diagnosis	service: process	
power, vehicle electrical system, data transfer -> battery management -> charging high-voltage battery	functionality -> faulty	
power, vehicle electrical system, data transfer -> power supply -> starter battery	electrical -> voltage too low	
power, vehicle electrical system, data transfer -> power supply -> auxiliary battery	electrical -> voltage too low	
information, navigation, communication, entertainment -> instrument displays -> display of battery voltage	functionality -> decreasing	
vehicle service -> inspection, maintenance	service: process	

## Vehicle data

### Q8 e-tron

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
GE*	2024	A		*	*	*

## Documents

<b>Document name</b>
<a href="#">master.xml</a>
<a href="#">attachment1.png</a>
<a href="#">schnellere_bearbeitung_optimiert.png</a>

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## Condition

### Customer states:

- Battery fault at delivery inspection according to tester.

### OR

- 12V battery discharged after vehicle stationary period.

### Workshop findings:

High-voltage battery charging unit (diagnostic address 00C6) has one of the following part numbers:

- 9J1.915.684.B (software version: 3112).
- 9J1.915.684.N (software version: 3115).

## Technical Background

Software issue

## Production Solution

Not applicable.

## Service

This TSB replaces Pending Service Solution (PSS) TSB 2074126: *27 PSS MLB PHEV/BEV: 12V battery discharged by bus wake-up. For MY24 Q8 e-tron.*

The software for the high-voltage battery charging unit (00C6) must be updated on this vehicle. Explain to the customer that various control units must be reconfigured after the software update to ensure that they function correctly in conjunction with other control units in the vehicle. Components which have been retrofitted in the vehicle but have not been entered in the vehicle equipment list via feedback documentation (version compare) to the SVM may not function correctly after the configuration process. Ask the customer whether they have had non-genuine components retrofitted on the vehicle or modifications carried out by third parties (e.g. tuning) or are aware of any such retrofits or modifications. Inform the customer that, if non-genuine retrofits or modifications have been carried out on the vehicle by third parties, neither AUDI AG nor your own company will accept liability for any damage that may be caused by updating the software, or by failing to do so. Please refer the customer to the Warranty and Maintenance booklet to learn more about how chip tuning can impact warranty coverage. Make a note to this effect on the order before it is signed by the customer. Include this information in the customer file.



### Note:

**Try to reproduce the customer complaint (based on the description/cause of the issue), so that it can be clearly assigned to this TPI. 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 charge back the cost of the parts.

 NOTICE

To prevent charging of the high-voltage battery during the software update, the high-voltage cable is to be removed BEFORE entry of the SVM code on vehicles with high-voltage components. Charging the high-voltage battery during a software update can damage the high-voltage components.

 NOTICE

Always use DoIP when flashing a control module via ODIS in supported vehicles. To Activate DoIP, select Administration>>General>>GFF Process>>DoIP communication>>Only allow DoIP communication. This setting will automatically reset when the diagnostic session has ended. You can tell if DoIP is active by observing a red LED on the VAS 6154(A).

Follow all instructions in TSB 2011732: 00 Software Version Management (SVM), operating instructions.

**Please flash the control unit for high-voltage battery charging unit (00C6) using the SVM code.**

To enter the SVM code, use “Flash” mode on the ODIS tester.

**NOTE:** This **Must** be done in 2 stages:

For stage 1: the SVM code required is **C6A015**.

Follow the instructions on the tester.

**Now perform a terminal 15 reset for 2 minutes.**

For stage 2: the SVM code required is **C6B015**.

Follow the instructions on the tester.



**Note:** If event memory entry P31E200 is logged as static in diagnostic address 00C6, proceed as follows:

Charge the vehicle using AC power for 2 minutes. The event memory entry is then logged as intermittent and must be erased.

We recommend that you ALWAYS use a USB cable to connect the ODIS tester to the diagnostic connection for flashing procedures.

If available, we recommend using VAS3154 or VAS 6154A to update control units, as these units are very well protected against electrostatic discharge.

## Warranty

<b>Claim Type:</b>	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	9352		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Software update	0151 0010	See SRT with associated

			operations
	Software update	0151 0060	Time stated on the diagnostic protocol
<b>Claim Comment:</b>	As per TSB 2077527/1		

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 (**2077527**) 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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