

## Technical Service Bulletin

<b>Topic</b>	93 Q8 e-tron: option to release the AC charging connector not available in MMI
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2077506/1
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Apr 22, 2025

### New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> driver information system (DIS, MFI, MMI)	functionality	
access control, start authorization, anti-theft protection -> locking/unlocking vehicle -> high-voltage charging connector release -> releasing high-voltage AC charging connector	functionality -> cannot be released	
access control, start authorization, anti-theft protection -> locking/unlocking vehicle -> high-voltage charging connector release -> releasing high-voltage AC charging connector	functionality -> no function	
access control, start authorization, anti-theft protection -> locking/unlocking vehicle -> high-voltage charging connector release -> releasing high-voltage AC charging connector	functionality -> operation sequence incorrect	
power, vehicle electrical system, data transfer -> battery management -> charging high-voltage battery	control modules, services -> service unavailable	

## Vehicle data

### Q8 e-tron

#### Sales types

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

#### PR numbers

<b>PR numbers</b>
? :with JS0

## Documents

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

 Connection offline

## Technical Service Bulletin

Transaction No.: **2077506/1**

93 Q8 e-tron: option to release the AC charging connector not available in MMI

Release date: Apr 22, 2025

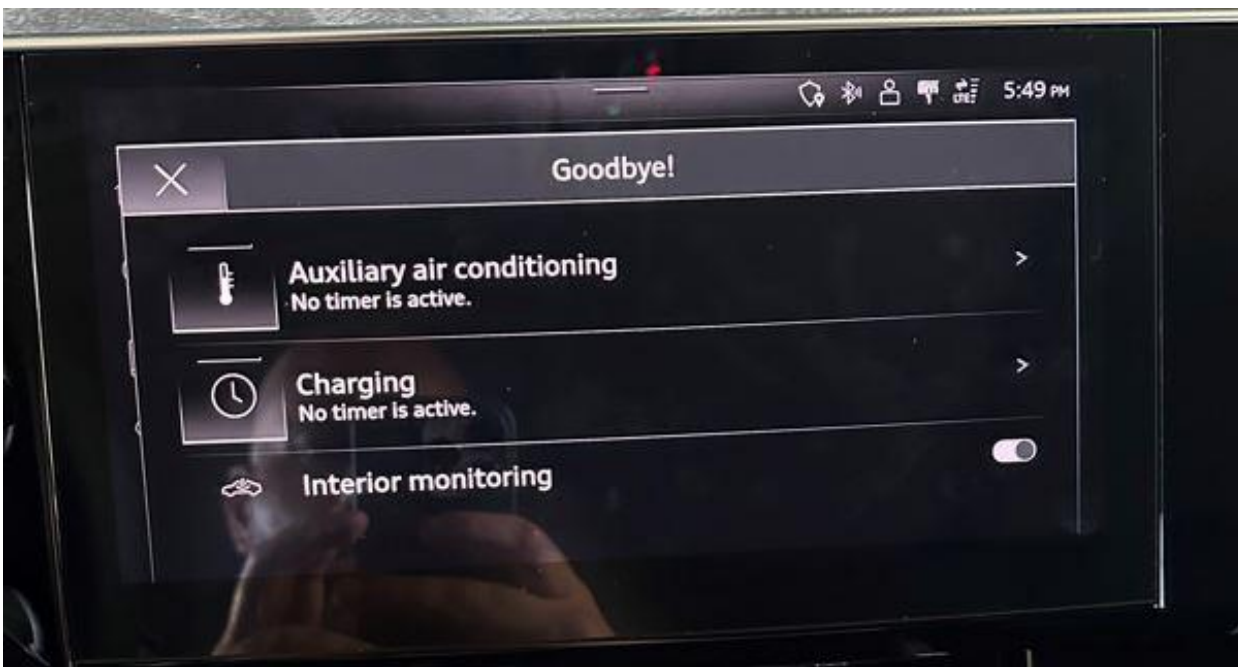
## Condition

### Customer states:

- The option to automatically release the charging cable at the end of an AC charging procedure is missing in the MMI.

### Workshop findings:

- Automatic release of the AC charging cable is not available to select in the MMI.
- No relevant event memory entries logged in diagnostic address 00C6.



**Figure 1:** Current situation - option to automatically release the charging cable at the end of an AC charging procedure is not shown in the MMI.



**Figure 2:** Desired situation - option to automatically release the charging cable at the end of an AC charging procedure is shown in the MMI.

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) 2072399: *93 PSS: Q8 e-tron - Release AC connector option not shown in MMI.*

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. Make a note to this effect on the order before it is signed by the customer. Include this information in the customer file.



### NOTICE

**This TSB only applies to vehicles with PR number: JS0**



**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 charge back the cost of the parts.**

**Applies to vehicles with high-voltage components:**



### 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. Please note that charging the high-voltage battery during a software update can cause damage to the high-voltage components.**

A software update must be performed on this vehicle. Please observe the information and instructions under "Customer information".

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.



If you require any assistance when working with the diagnostic tester, please refer to TSB 2011732: *00 Software Version Management (SVM), operating instructions*. The procedure for contacting product support can also be found in this TSB.

## 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	Labor according to the diagnostic log
<b>Claim Comment:</b>	As per TSB 2077506/1		

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 (**2077506**) 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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