

## Technical Service Bulletin

<b>Topic</b>	91 Charging target cannot be adjusted in MMI
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2077780/1
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Apr 28, 2025

### New customer code

Object of complaint	Complaint type	Position
power, vehicle electrical system, data transfer -> battery management -> charging high-voltage battery	control modules, services -> service unavailable	
power, vehicle electrical system, data transfer -> battery management -> charging high-voltage battery	functionality -> faulty	
power, vehicle electrical system, data transfer -> battery management -> charging high-voltage battery	functionality -> no function	
power, vehicle electrical system, data transfer -> battery management -> charging high-voltage battery	functionality -> operation sequence incorrect	
power, vehicle electrical system, data transfer -> battery management -> charging high-voltage battery	functionality -> switches on by itself	

### New workshop code

Object of complaint	Complaint type	Position
power, vehicle electrical system, data transfer -> battery management -> charging high-voltage battery	functionality -> misfire	
information, navigation, communication, entertainment -> instrument cluster, displays, screens -> MMI screen	functionality -> no function	front
information, navigation, communication, entertainment -> instrument cluster, displays, screens -> MMI screen	functionality -> faulty	front
information, navigation, communication, entertainment -> instrument cluster, displays, screens -> MMI screen	control modules, services -> software faulty	front
power, vehicle electrical system, data transfer -> battery management -> charging high-voltage battery	functionality -> faulty	

## Vehicle data

### Audi Q4


#### Sales types

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

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

## Documents

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

 Connection offline

## Technical Service Bulletin

91 Charging target cannot be adjusted in MMI

Transaction No.: **2077780/1**

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## Condition

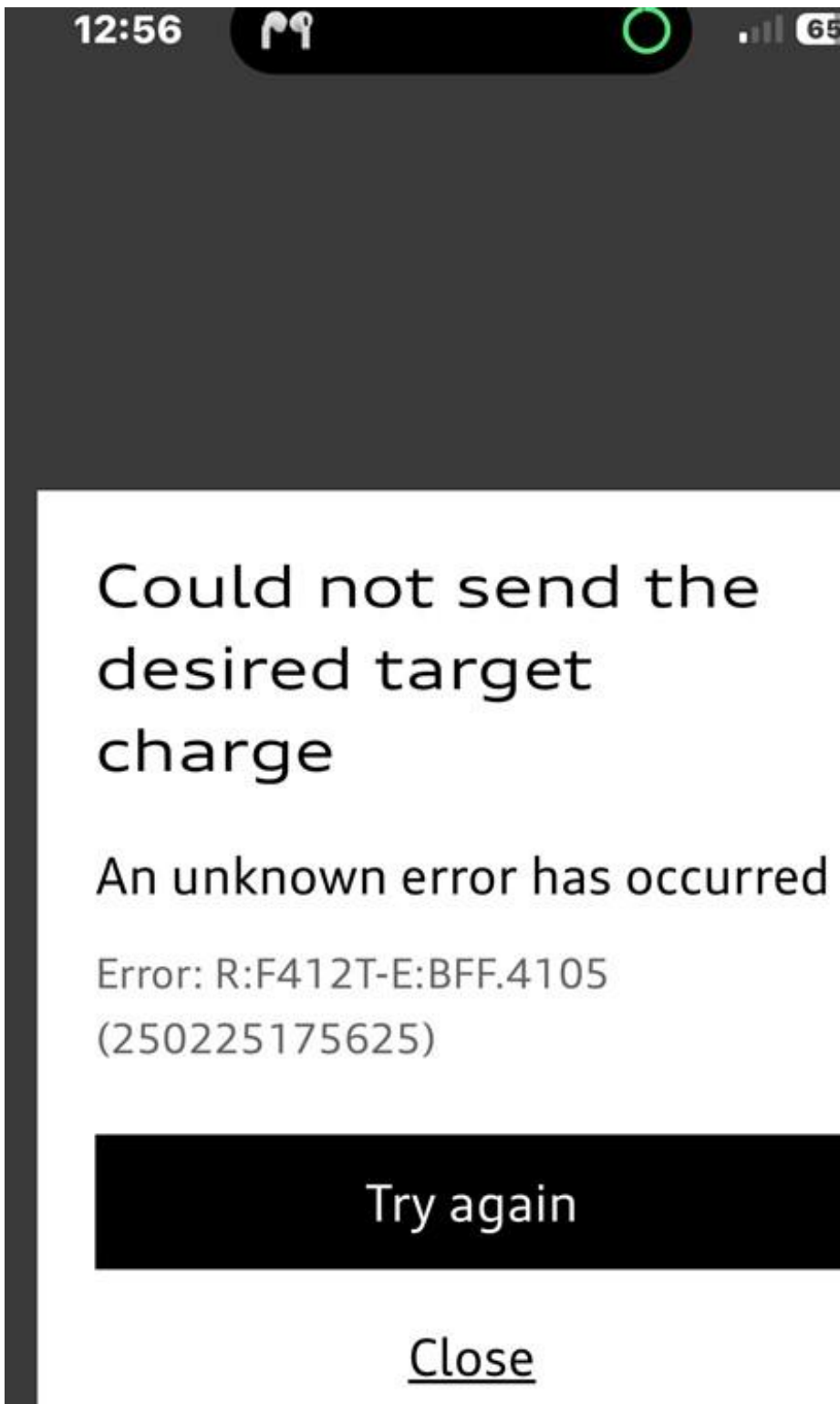
### Customer statement:

- The customer complains that the charging target setting cannot be adjusted (Figure 1).



**Figure 1.** Charge target setting in the MMI.

- In the context of the issue that the charging target cannot be set, an error message appears in the myAudi app (Figure 2) indicating that the set charging target cannot be sent.



**Figure 2.** Screenshot from app: "The desired charging target could not be sent. An unknown error has occurred."

- The charging timers also cannot be set in the app or on the MMI.

**Workshop findings:**

- The customer complaint can be reproduced; the charging target is set at 84% and cannot be adjusted.
- The adjustment options with a plus symbol / minus symbol / red dot are not displayed.

- An 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 on the MMI.

## Technical Background

Software issue in diagnostic interface control unit (DA0019).

## Production Solution

Not applicable.

## Service

This bulletin replaces Pending Service Solution (PSS) 2076055: *91 PSS MIB3: Charging target cannot be adjusted in the MMI.*

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



#### CAUTION

**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.**



#### NOTICE

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

### Note:

The software for the diagnostic interface must be updated on this vehicle. Please observe the information and instructions under “Customer information”.

Please perform the following steps using an ODIS tester. To enter the SVM codes, use “Flash” mode and the subsequent “SVM code input” test plan on the ODIS tester. The SVM codes required for this are **19A028** and **19B028**.

**IMPORTANT: The two SVM codes must be run one after the other. Please perform the steps below in the specified order.**

Perform the following steps:

1. Run SVM code **19A028**. (Ensure this step completes **BEFORE** proceeding)
2. Switch the ignition off and on again.
3. Run SVM code **19B028**.
4. Wait for the vehicle to enter bus sleep mode.
5. Reassess the complaint.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li> </ul>
<b>Service Number:</b>	9035

<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 2077780/1		

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 (**2077780**) 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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