

 Connection offline

## Vehicle-specific service

<b>Topic</b>	93 PSS e-tron - Vehicle cannot be charged at specific charging stations
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2077773/1
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Apr 30, 2025

## Vehicle data

### e-tron/e-tron SB

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
GE*	2019	A		*	*	*
GE*	2020	A		*	*	*

#### Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
WA1	*	GE	*	K	B	000001	099999		
WA1	*	GE	*	L	B	000001	099999		

## Documents

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

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Transaction No.: **2077773/1**

93 PSS e-tron - Vehicle cannot be charged at specific charging stations

Release date: Apr 30, 2025

## Condition

**This bulletin applies to MY19-20 e-tron vehicles only.**

### Customer states:

Vehicle cannot be charged at specific charging stations. In the past, it was possible to charge at these charging stations.

### Workshop findings:

No relevant DTC entries indicating an issue with the charging unit for high-voltage battery are stored in the High-voltage battery charger control module, J1050 (address word 00C6).

The part number of the charging unit for high-voltage battery is either 5QE.915.684.K **OR** 5QE.915.684.J

The software version of the charging unit for high-voltage battery is either 0023, 0031 or 0032.

## Technical Background

Software issue in charging unit for high-voltage battery. Charging cannot be started at specific charging stations provided by ABB and Kostad (depending on software version of the charging station).

## Production Solution

MY 2021.

## Service

1. Explain to the customer that the possible implementation of a measure is currently being analyzed. Analysis is expected to be completed by the end of the 2nd quarter of 2025 (subject to change) and that no repairs are necessary at this point. More precise information about a possible measure is expected to be available once the analysis has been completed.
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 (under *Related Links >> Service*).

## 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>	9352
<b>Damage Code:</b>	0039
<b>Claim Comment:</b>	As per TSB 2077773/1

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 (**2077773**) 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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