

Technical Service Bulletin

Topic	93 Charging flap does not open/close and moves back and forth at one position
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2077931/1
Level	EH
Status	Released for publishing
Release date	May 13, 2025

New customer code

Object of complaint	Complaint type	Position
body attachments and installations -> doors, lids operation -> open fuel filler door	functionality -> cannot be opened	
body attachments and installations -> doors, lids operation -> close fuel filler flap	functionality -> cannot be closed	
body attachments and installations -> doors, lids operation -> open high-voltage charging port door	functionality -> no function	
body attachments and installations -> doors, lids operation -> close high-voltage charging port door	functionality -> no function	
body attachments and installations -> lids -> fuel filler door module	component, automotive fluids -> loose	left
body attachments and installations -> lids -> fuel filler door module	component, automotive fluids -> loose	right
body attachments and installations -> lids -> fuel filler door module insert	component, automotive fluids -> damaged	left
body attachments and installations -> lids -> fuel filler door module insert	component, automotive fluids -> cracked/broken	left
body attachments and installations -> lids -> fuel filler door module insert	component, automotive fluids -> damaged	right
body attachments and installations -> lids -> fuel filler door module insert	component, automotive fluids -> cracked/broken	right
body attachments and installations -> lids -> fuel filler door	component, automotive fluids -> damaged	left
body attachments and installations -> lids -> fuel filler door	component, automotive fluids -> cracked/broken	left
body attachments and installations -> lids -> fuel filler door	component, automotive fluids -> deformed	left
body attachments and installations -> lids -> fuel filler door	component, automotive fluids -> loose	left
body attachments and installations -> lids -> fuel filler door	component, automotive fluids -> damaged	right
body attachments and installations -> lids -> fuel filler door	component, automotive fluids -> cracked/broken	right

Object of complaint	Complaint type	Position
body attachments and installations -> lids -> fuel filler door	component, automotive fluids -> deformed	right
body attachments and installations -> lids -> fuel filler door	component, automotive fluids -> loose	right

Vehicle data

Audi Q6 e-tron

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
GFB*	2025	A		*	*	*

Documents

Document name
master.xml
001_video_ladeklappe_antrieb_defekt.mp4

Condition

Customer states:

The charging flap does not open/close and moves back and forth at one position. An example video of the concern can be found at <https://audi-external.kzoplatform.com/player/medium/3004789844892193922>, or by scanning the QR code below.



Figure 1. Example video of the charging flap behavior as described above.

Workshop findings:

The charging flap does not open/close and moves back and forth at one position.

Technical Background

The Q6 e-tron uses electrical charging flaps. The gear wheels in the charging flap drive motor may be damaged through misuse or improper application of force to an open charging flap. This is generally caused by manual intervention while the flap is opening or closing.

The charging flap gearing then gets stuck where the gear wheels are broken during subsequent opening and closing attempts. The charging flap then moves back and forth in this position. A reference video is attached.

Production Solution

Not applicable.

Service

Replace the charging flap module according to the Workshop Manual.

Please inform the customer about how to use the charging flap correctly.

The alternative opening and closing options are also shown in TSB 2076776: "93 Q6 e-tron Charging flap cannot be opened from outside" on the Q6 e-tron charging flap.

When billing, please always attach a video that clearly shows the complaint to DOC-IT (see example video above). To ensure a reference to the vehicle, the video must:

- Include the VIN and date.
- Must not be edited.
- Should be in focus and taken with sufficient light. A high resolution is not necessary.

If appropriate, please mark the location of the problem so that parts analysis has a clear reference to the complaint. Please ensure that the photo documentation does not show any people and/or face, license plates, or customer

data.

Warranty

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	5537		
Damage Code:	0015		
Labor Operations:	Replace charging flap unit (assembly part)	5537 5599	40 TU
	Replace 2 charging flap units (assembly parts)	5537 5699	60 TU
Claim Comment:	As per TSB 2077931/1		

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.

Required Parts and Tools

Part Number	Part Description	Quantity
85H.810.001.A	Charging flap (left-side)	1
85H.810.002.A	Charging flap (right-side)	1

Additional Information

All parts and service references provided in this TSB (**2077931**) are subject to change and/or removal.

©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.