



Connection offline

Technical Service Bulletin

Topic	93 Service info: high-voltage AC/level 2 charging faulty - Q6 e-tron
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2078719/1
Level	EH
Status	Released for publishing
Release date	Jul 22, 2025

New customer code

Object of complaint	Complaint type	Position
power, vehicle electrical system, data transfer -> power supply -> high-voltage battery charging socket	functionality -> partially out of order	
power, vehicle electrical system, data transfer -> power supply -> high-voltage battery charging socket	functionality -> operation sequence incorrect	

New workshop code

Object of complaint	Complaint type	Position
power, vehicle electrical system, data transfer -> battery management -> charging high-voltage battery -> AC high-voltage battery charging at public charging station	functionality -> no function	
power, vehicle electrical system, data transfer -> battery management -> charging high-voltage battery -> AC high-voltage battery charging at public charging station	functionality -> misfire	

Vehicle data

Q6 etron

Sales types

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

Documents

Document name
master.xml



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Condition

Customer states:

- It is sometimes not possible to charge, or charging is aborted with AC/level 2 charging.
- Charging is only possible with reduced power.

Workshop findings:

The failed charging procedure can be reproduced with the customer. The reason why charging is aborted or is only possible with reduced power is that the charging connector does not engage audibly.

Technical Background

If the charging connector is not fully engaged on the vehicle, this soon leads to an emergency charging procedure with reduced charging power.

Production Solution

Not applicable.

Service

Inform the customer of how to ensure that charging connector is engaged correctly/fully on the vehicle. Also use the information from the following chapter of the online manuals: "Charging the high-voltage battery > Troubleshooting during a charging session". In particular, please note that the charging connector must be pressed in firmly for at least 5 seconds. It should be possible to hear it click into place at the charging socket. This ensures that the charging connector remains in position and can be automatically and fully locked in place.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All part and service references provided in this TSB (**2078719**) 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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