

Technical Service Bulletin

Topic	96 Vehicle cannot be unlocked - battery drained on vehicle in active transport mode
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2078848/1
Level	EH
Status	Released for publishing
Release date	Aug 1, 2025

New customer code

Object of complaint	Complaint type	Position
body attachments and installations -> doors, lids operation -> open door	functionality -> cannot be opened	
power, vehicle electrical system, data transfer -> power supply -> starter battery	electrical -> voltage too low	

Vehicle data

Audi A5, A6 e-tron

Sales types

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

PR numbers

PR numbers
?:or ?:without 2F0

Documents

Document name
master.xml

Condition

Workshop findings:

The vehicle cannot be unlocked using the remote control. The vehicle battery is flat.

Technical Background

If the locking sensor on the driver door is touched when transport mode is active, a no-load current may occur due to a software error from the dedicated short-range communication aerial (diagnostic address 8136); because of this, the battery may have been discharged within a few days. When transport mode is active, it is temporarily deactivated every time the vehicle is started and reactivated when the engine is switched off.

Production Solution

In the Audi A5, software version 0600 was implemented in series production in week 04/2025.

In the Audi A6 e-tron, software version 0601 will be implemented in series production in week 25/2025.

Immediate measure: contact protection (blue foam pad) will be fitted to the door handle at the factory.

Service

Check history data 5 (energy-critical status) and 66 (sleep inhibitor information) as follows.

Read history data 5 from diagnostic address 0019 using the corresponding test program. If the no-load current is around 1.5A, this is the first indication that this TPI applies.

Read out history data 66 using the measured values in diagnostic address 8124 (application server 1, system 2, Java).

In history data 66 you can see 5 blocks with different time stamps.

Check the measured value *"Watchdog time to control unit 1"* (control unit 1 is the control unit that has kept the data bus awake the longest), the value 255 should be in one of the blocks (255 means that this control unit has kept the data bus awake for more than 255 minutes).

Above the measured value *"Watchdog time to control unit 1"* (value: 255), you will find the measured value *"Control unit with longest watchdog time"*.

Ensure that you do not switch between the 5 blocks.

If the measured value for the *"Control unit with longest watchdog time"* is 279, then the control unit in question is the dedicated short-range communication aerial (diagnostic address 8136).

This TSB only applies if the corresponding values are saved in history data 5 and 66.

Messwert-Name	ID	Wert
Historiendaten 66	IDE10526	
—	MAS00194	
[LO_EOPF_WRAPPER_STRUCT		
Klemme 15 Zykluszähler, Start	MAS26036	299
Klemme 15 Zykluszähler, Ende	MAS26037	302
Zeitstempel	MAS10409	
Jahr	MAS00106	2024
Monat	MAS00107	10
Tag	MAS00108	7
Stunden	MAS00109	9
Minuten	MAS00110	29
Sekunden	MAS00111	42
Steuergerät mit längster Wachh	MAS26072	279
Bus zu Steuergerät 1	MAS26058	201
Wachhaltezeit zu Steuergerät 1	MAS26065	255 min
Steuergerät mit zweit-längster W	MAS26073	115
Bus zu Steuergerät 2	MAS26059	200
Wachhaltezeit zu Steuergerät 2	MAS26066	13 min
Steuergerät mit dritt-längster Wa	MAS26074	16
Bus zu Steuergerät 3	MAS26060	197
Wachhaltezeit zu Steuergerät 3	MAS26067	7 min
Steuergerät mit viert-längster Wa	MAS26075	271
Bus zu Steuergerät 4	MAS26061	197
Wachhaltezeit zu Steuergerät 4	MAS26068	7 min
Steuergerät mit fünft-längster W	MAS26076	119
Bus zu Steuergerät 5	MAS26062	19

Suche

As long as the vehicle is in transport mode, please note:

- The contact protection (blue foam pad) on the driver door should only be removed after deactivating transport mode.
- Please note the following (applies to vehicles with and without contact protection): The door handle of the driver's door must not be touched when you switch off the engine (make sure no one else touches it and that you do not touch it accidentally, e.g. by hanging your arm out of the open window while parking). Otherwise, restart the engine and switch it off again without touching the driver door handle.

Check the battery using Guided Fault Finding to ensure that it is still in the condition in which it was delivered.

If the battery is no longer in this condition, it must be replaced.

If the vehicle is then to be taken to the showroom with transport mode active, the procedure described above must be followed.

NOTICE

When restoring the vehicle's power supply, make sure to follow the correct sequence for disconnecting and connecting the emergency power supply/battery. For more detailed information refer to:

- The vehicle Owner's Manual.

Warranty

Claim Type:	<ul style="list-style-type: none"> • If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.
Service Number:	9688
Damage Code:	0039
Labor Operations:	Without battery replacement:

	GFF / Guided Functions	0150 0010	See SRT with associated operations
	GFF / Guided Functions	0150 0060	Labor according to the diagnostic log
	OR		
	With battery replacement:		
	Remove and install battery	2706 19xx	See SRT with associated operations
	GFF / Guided Functions	0150 0060	Labor according to the diagnostic log
Claim Comment:	As per TSB 2078848/1		

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 (**20748848**) 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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