

Technical Service Bulletin

Topic	27 Service info: A5/Q5 - Charging system: fault! AC charging not possible - U01E400 in diagnostic address 0019
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2078875/1
Level	EH
Status	Released for publishing
Release date	Aug 1, 2025

Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
0019 - Data Bus OBD Interface	U01E400: Lost Communication with Smart Charging Interface Device "A"		Intermittent
0019 - Data Bus OBD Interface	U01E400: Lost Communication with Smart Charging Interface Device "A"		static

New customer code

Object of complaint	Complaint type	Position
power, vehicle electrical system, data transfer -> battery management -> charging high-voltage battery	functionality -> faulty	

New workshop code

Object of complaint	Complaint type	Position
power, vehicle electrical system, data transfer -> battery management -> charging high-voltage battery	functionality -> misfire	

Vehicle data

A5/Q5

Sales types

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

PR numbers

PR numbers
? :or ? :with OK0

Documents

Document name

master.xml

 Connection offline

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Condition

Customer states:

The message "Charging system: fault. AC charging not possible. Please contact workshop" is shown in the instrument cluster, although the vehicle has a combustion engine.



Figure 1. A message appears in the instrument cluster.

Workshop findings:

The complaint can sometimes be reproduced.

The following entry (static) is logged in diagnostic address 0019:

- **U01E400:** "Control unit for charging communication, lost communication" with symptom number 66099

Technical Background

Not applicable.

Production Solution

Not applicable.

Service

This is a software-related issue during the vehicle start-up phase which may cause the message described above to be displayed in the instrument cluster in rare cases. It has no effect on the normal operation of the vehicle and the sporadic warning message usually doesn't appear after completely switching the ignition off and on again.

The appearance of the message in the instrument cluster has no influence on the normal operating behavior of the vehicle.

There is no reason to attempt any further repairs.

Warranty

There is no reason to replace parts or attempt repairs. Unjustified work/replacement parts will be charged back. Invoicing under warranty is not permitted.

Additional Information

All part and service references provided in this TSB (**2078875**) 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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