

Technical Service Bulletin

Topic	55 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.	2079017/1
Level	EH
Status	Released for publishing
Release date	Aug 22, 2025

New customer code

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

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

Vehicle data

Audi Q6 e-tron

Sales types

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

Documents

Document name
master.xml
001_video_ladeklappen_antrieb_defekt.mp4

Condition

Customer states:

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

Workshop findings:

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



Figure 1. Scan the above QR code or visit <https://audi-external.kzoplatform.com/player/medium/3079204171648341004> for a short video example of the concern.

Technical Background

The A6 e-tron uses electrical charging flaps, just like the Q6 e-tron. 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 featuring a Q6 is attached.

Production Solution

No change to series production.

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, which are identical in the A6 e-tron, are also shown in the Audi SoST film on the Q6 charging flap.

When billing, please always attach videos that clearly show the complaint to DOC-IT. 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 video 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 2079017/1		

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

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
85F810001	Charging flap (left-side)	1
85F810002	Charging flap (right-side)	1

Additional Information

All parts and service references provided in this TSB (**2079017**) are subject to change and/or removal.

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