

## Technical Service Bulletin

<b>Topic</b>	55 Charging port door does not open/close
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2070578/3
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Sep 9, 2025

### New customer code

Object of complaint	Complaint type	Position
power, vehicle electrical system, data transfer -> power supply -> high-voltage battery charging socket cap	component, automotive fluids -> incorrect	front
body attachments and installations -> lids -> fuel filler door	component, automotive fluids -> damaged	right
information, navigation, communication, entertainment -> indicator display symbols -> charging connector indicator display	functionality -> activates without cause	
body attachments and installations -> doors, lids operation -> open high-voltage charging port door	functionality -> no function	
power, vehicle electrical system, data transfer -> power supply -> high-voltage battery charging socket cap	component, automotive fluids -> damaged	front
information, navigation, communication, entertainment -> driver information system (DIS, MFI, MMI) -> door, lid status display	functionality -> gives incorrect reading	
body attachments and installations -> lids -> fuel filler door	component, automotive fluids -> damaged	left
body attachments and installations -> lids -> charging port door	component, automotive fluids -> jammed	front
information, navigation, communication, entertainment -> warning display symbols -> active warning warning display	functionality -> activates without cause	

### New workshop code

Object of complaint	Complaint type	Position
power, vehicle electrical system, data transfer -> power supply -> high-voltage battery charging socket -> high-voltage charging door lock adjuster	component, automotive fluids -> damaged	
body attachments and installations -> lids -> fuel filler door actuator	component, automotive fluids -> damaged	
power, vehicle electrical system, data transfer -> power supply -> high-voltage battery charging socket -> high-voltage charging door lock adjuster	functionality -> no function	

## Vehicle data

e-tron GT, RS e-tron GT

## Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F83*	2023	A		*	*	*

## Documents

Document name
master.xml

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Service</i> (Updated instructions)
2	06/06/2024	Revised <i>Condition</i> (Modify workshop findings) Revised <i>Technical Background</i> (Modify technical background) Revised <i>Production Solution</i> (Modify production solution) Revised <i>Service</i> (Modify repair instructions) Revised <i>Required Parts and Tools</i> (Modify quantity of parts)
1	06/06/2023	Initial publication

### Customer states:

- The status (open/closed) of the charging port door(s) is displayed incorrectly in the driver information system (DIS).
- The charging port door(s) cannot be opened/closed.

### Workshop findings:

- The status of one or both charging port doors is not detected correctly. The charging port door actuator(s) is faulty.
- The charging port door(s) is stuck.

## Technical Background

The charging port door actuator is faulty. The charging port door(s) is stuck.

## Production Solution

Process optimization.

## Service

1. Only replace the affected charging port door actuator(s) and the affected charging port door insert(s) according to the Elsa Repair Manual.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>
<b>Service Number:</b>	5544

<b>Damage Code:</b>	0017		
<b>Labor Operations:</b>	Fuel filler door remove + reinstall	5537 1905	See SRT with associated operations
	Fuel door positioning motor remove + reinstall	5544 1955	See SRT with associated operations
	2 Fuel door positioning motors remove + reinstall (includes: 2 Fuel filler doors remove + install)	5544 2099	60 TU
<b>Claim Comment:</b>	As per TSB 2070578/3		

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
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual		See ETKA/ELSA
9J1962625B	Actuator		01 or 02
4J3821241D	Insert		00 or 01
4J3821242D	Insert		00 or 01

## Additional Information

All parts and service references provided in this TSB (**2070578**) are subject to change and/or removal.

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