



Connection offline

Technical Service Bulletin

Topic	93 Q6 e-tron AC charging not working, DC charging working
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2079334/1
Level	EH
Status	Released for publishing
Release date	Sep 29, 2025

New customer code

Object of complaint	Complaint type	Position
power, vehicle electrical system, data transfer -> battery management -> charging high-voltage battery -> high-voltage battery charging at home 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 -> cannot be switched on/activated	

Vehicle data

Q6 e-tron

Sales types

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

Documents

Document name
master.xml
hochvoltzentralbox_jx6_messung_q6_6558_14eng.pdf



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Release date: Sep 29, 2025

Condition

Customer states:

- AC charging **does not** work.
- DC charging works.

Workshop findings:

- The customer statement can be reproduced.
- The following software version can be found in diagnostic address 813B – High-voltage central box.
 - Software version number: **0343**

Technical Background

Not applicable.

Production Solution

Not applicable.

Service



NOTICE

Try to reproduce the customer complaint (based on the description/cause of the issue), so that it can be clearly assigned to this TSB. The following repair must only be carried out if all the criteria (model/type, chassis number, engine/motor and gearbox code, PR number(s), part number, software version, code etc.) apply exactly. Otherwise, this solution will not eliminate the problem and repeat repairs may be necessary. In such a case, we may reject the warranty claim and charge back the cost of the parts.

Please perform a measurement on high-voltage central box JX6 using the attached document:

1. De-energize the vehicle.
2. Make sure that the capacitive voltage is dissipated. To do this, measure the voltage between the phases for at least 10 seconds until the value is approx. 0V.
3. Then measure the resistance of each of the phases.
4. Evaluating the result: If **one** of the resistance values is “OL”, high-voltage central box JX6 must be replaced according to the instructions in the Workshop Manual/parts information.

Warranty

Claim Type:

- If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.

Service Number:	9352		
Damage Code:	0040		
Labor Operations:	Deactivate and activate high-voltage system	9310 8300	See SRT with associated operations
	Check high-voltage charging connector (UX4 and UX5)	9353 0199	Bill according to time required
	Remove and install high-voltage charging unit (High-voltage central box JX6)	9352 1950	See SRT with associated operations
	GFF	0150 0060	Time stated on the diagnostic protocol
Claim Comment:	As per TSB 2079334/1		

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 (**2079334**) 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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