

## Technical Service Bulletin

<b>Topic</b>	55 Charging flap does not close fully / pops open again
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2079694/1
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Oct 14, 2025

### New customer code

Object of complaint	Complaint type	Position
body attachments and installations -> lids -> fuel filler door release switch	dimensional accuracy -> flush dimension incorrect	
body attachments and installations -> lids -> fuel filler door module insert	component, automotive fluids -> cracked/broken	right
body attachments and installations -> lids -> fuel filler door release switch	component, automotive fluids -> damaged	
body attachments and installations -> lids -> fuel filler door module	component, automotive fluids -> loose	right
body attachments and installations -> lids -> fuel filler door	dimensional accuracy -> flush dimension incorrect	right
body attachments and installations -> lids -> tank door opener	component, automotive fluids -> damaged	
body attachments and installations -> lids -> charging port door	component, automotive fluids -> jammed	left
body attachments and installations -> lids -> fuel filler door	dimensional accuracy -> play\fit incorrect	right
body attachments and installations -> doors, lids operation -> close fuel filler flap	functionality -> too difficult to move	
body attachments and installations -> lids -> fuel filler door	dimensional accuracy -> play\fit incorrect	left
body attachments and installations -> lids -> fuel filler door release switch	component, automotive fluids -> sticks	
body attachments and installations -> lids -> fuel filler door module	component, automotive fluids -> loose	left
body attachments and installations -> lids -> charging port door	component, automotive fluids -> loose	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 -> damaged	left
body attachments and installations -> doors, lids operation -> close high-voltage charging port door	functionality -> no function	

Object of complaint	Complaint type	Position
body attachments and installations -> lids -> charging port door	component, automotive fluids -> sticks	left
body attachments and installations -> lids -> charging port door	component, automotive fluids -> jammed	right
body attachments and installations -> lids -> fuel filler door	component, automotive fluids -> loose	left
body attachments and installations -> lids -> fuel filler door	dimensional accuracy -> flush dimension incorrect	left
body attachments and installations -> lids -> charging port door	component, automotive fluids -> sticks	right
body attachments and installations -> lids -> fuel filler door release switch	component, automotive fluids -> loose	
body attachments and installations -> lids -> fuel filler door module insert	component, automotive fluids -> damaged	left
body attachments and installations -> lids -> fuel filler door module insert	component, automotive fluids -> damaged	right
access control, start authorization, anti-theft protection -> locking/unlocking vehicle -> high-voltage charging port door release	functionality -> no function	
body attachments and installations -> lids -> fuel filler door	dimensional accuracy -> gap dimension incorrect	right
body attachments and installations -> doors, lids operation -> close fuel filler flap	functionality -> closes by itself	
body attachments and installations -> lids -> charging port door	component, automotive fluids -> loose	left
access control, start authorization, anti-theft protection -> locking/unlocking vehicle -> high-voltage charging port door release	functionality -> operation sequence incorrect	
body attachments and installations -> lids -> fuel filler door	component, automotive fluids -> damaged	right
body attachments and installations -> lids -> fuel filler door	dimensional accuracy -> gap dimension incorrect	left

## Vehicle data

### A6 e-tron

#### Sales types

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

#### Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
WAU	*	GH	*	S	A	023888	999999		

## Documents

Document name
<a href="#">master.xml</a>

## Condition

### Customer states:

The charging flap does not close fully / pops open again.

### Workshop findings:

With the charging flap open, it is tapped from the outside and the automatic closing procedure starts (tap to run). When the charging flap reaches the fully closed(end) position, it pops open again. The electric charging flap closes fully when operated via the instrument cluster or when it is closed automatically, such as when the charging cable is unplugged or after 110 seconds of inactivity.

## Technical Background

With the charging flap open, it is tapped from the outside and the automatic closing procedure starts (tap to run). Under unfavorable conditions, there may be a delay between the motor turning back into the end stop and the actuator being activated. This causes the charging flap to pop open. This behavior only happens when the charging flap is operated by tap to run. The charging flap can then be pressed closed and is fully functional. The electric charging flap closes fully when operated via the instrument cluster or when it is closed automatically, such as when the charging cable is unplugged or after 110 seconds.

For an example of the concern, please scan the QR code below or visit <https://audi-external.kzoplatform.com/misc/sl/1BxSTdTh>.



*Figure 1. A video of the concern described above can be found by scanning the above QR code.*

## Production Solution

Software change from Q2/2026.

## Service

Replacing parts will not fix the problem.

Please inform the customer about the situation and how to use the charging flap correctly.

The alternative opening and closing options are shown in the Audi SoST film on the Q6 charging flap.

## Warranty

This TSB is informational only and not applicable to any Audi Warranty.

## Additional Information

All part and service references provided in this TSB (2087226) 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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