

Technical Service Bulletin

Topic	93 Q4 e-tron: vehicle/high-voltage battery only charges using AC with reduced charging capacity (7 kW instead of 11 kW)
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2079457/1
Level	EH
Status	Released for publishing
Release date	Oct 7, 2025

New customer code

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

New workshop code

Object of complaint	Complaint type	Position
power, vehicle electrical system, data transfer -> power supply -> high-voltage charger control module	control modules, services -> software faulty	rear

Vehicle data

Q4 etron

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F4*	2022	A		*	*	*
F4*	2023	A		*	*	*
F4*	2024	A		*	*	*
F4*	2025	A		*	*	*

Documents

Document name
master.xml

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Transaction No.: **2079457/1**

93 Q4 e-tron: vehicle/high-voltage battery only charges using AC with reduced charging capacity (7 kW instead of 11 kW)

Release date: Oct 7, 2025

Condition

Customer states:

- The vehicle/high-voltage battery only charges using AC with reduced charging capacity.

or

- After a short charging time, the AC charging capacity drops from 11 kW to 7 kW or 6.5 kW.

or

- The vehicle/high-voltage battery does not charge via the home wall box from Smartfox (ProCharger model).

Workshop findings:

- The customer statement can be reproduced.
- No relevant event memory entries indicating an issue with the high-voltage system are logged.

Technical Background

Software issue in control unit for high-voltage battery charging unit (diagnostic address 00C6).

Production Solution

Not applicable.

Service

Applies to vehicles with high-voltage components:

To prevent the high-voltage battery from charging during the software update, the high-voltage charging cable on vehicles with high-voltage components must be unplugged **BEFORE** the SVM code is entered.

Please note that charging the high-voltage battery during a software update can cause damage to the high-voltage components.

Measure: Run the combined software update described in TSB 2079289, *00 Combined software update ID.S 3.8.2 for Audi Q4* for this complaint (combined software update ID.S 3.8.2 for Audi Q4).

Warranty

Claim Type:	<ul style="list-style-type: none">• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.
Service Number:	9352
Damage Code:	0039

Labor Operations:	Software update	0151 0010	See SRT with associated operations
	Software update	0151 0060	Time stated on the diagnostic protocol
Claim Comment:	As per TSB 2079457/1		

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

The software must be updated on a control unit in this vehicle, or the software must be updated on several control units in this vehicle to ensure they function correctly in conjunction with the other control units in the vehicle. Please inform the customer about the software update in question and ask whether they or other third parties have modified the software (e.g. tuning or retrofitting involving modifications to the vehicle's software). Please inform the customer that this software update may neutralize previous modifications to the vehicle's software performed either by the customer or other third parties.

If the customer declines the software update, please inform them that this could lead to issues or restrictions with the use of the vehicle or individual components.

Make a note to this effect on the order before it is signed by the customer. Include this information in the customer file.

All part and service references provided in this TSB (**2079457**) 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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