

Technical Service Bulletin

Topic	91 Audi virtual cockpit: charging flap status is shown as open when charging flap is closed
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2079475/1
Level	EH
Status	Released for publishing
Release date	Oct 7, 2025

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> indicator display symbols -> charging connector indicator display	functionality -> does not switch off/disconnect	
information, navigation, communication, entertainment -> indicator display symbols -> charging connector indicator display	functionality -> activates without cause	
information, navigation, communication, entertainment -> warning display symbols -> active warning warning display	functionality -> activates without cause	
information, navigation, communication, entertainment -> instrument displays -> instrument cluster display	functionality -> gives incorrect reading	
information, navigation, communication, entertainment -> driver information system (DIS, MFI, MMI) -> door, lid status display	functionality -> gives incorrect reading	

Vehicle data

Audi e-tron GT mit Audi virtual cockpit Gen2+

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F8*	2022	A		*	*	*

Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
0017 - Instrument cluster	*	0111	*	*

Documents

Document name
master.xml

 Connection offline

Technical Service Bulletin

Transaction No.: 2079475/1

91 Audi virtual cockpit: charging flap status is shown as open when charging flap is closed

Release date: Oct 7, 2025

Condition

Customer states:

The charging flap status is shown as open when the charging flap is closed.

Although the charging flap is closed, one of the following messages is displayed in the Audi virtual cockpit:

“Vehicle charging connection: please close charging flap”



Figure 1. “Vehicle charging connection: please close charging flap” (example).

Or

“Vehicle charging connection: charging not possible. Please close a charging flap”



Figure 2. “Vehicle charging port: charging not possible! Please close the charging flap” (example).

Workshop findings:

The customer statement can be reproduced.

The status of the closed charging flap is not detected correctly.

TSB 2064953, *55 Status of the charging port door(s) is displayed incorrectly* (hardware issue with actuator) does not apply or has already been performed.

Technical Background

Software issue in Audi virtual cockpit (diagnostic address 0017).

Despite the optimized actuator, the signal from the closed charging flap is interpreted incorrectly when the Audi virtual cockpit is started in very rare instances. The vehicle displays a message that tells the customer to close the charging flap

Production Solution

Optimized software in Audi virtual cockpit implemented in current series production.

Service



BEFORE proceeding, check whether TSB 2064953, *55 Charging flap display status is shown incorrectly* applies, if so perform this TSB first.

ONLY proceed as described below if the vehicle has already been fitted with the optimized actuator and this has **NOT** remedied the issue.

Update the Audi virtual cockpit (diagnostic address 0017) to **software version 0115** using **SVM code 17A040**.

For this purpose, order the **USB stick with part number 4KE 906 961 A** in advance or download the software onto a **USB stick** that complies with the USB 2.0 specification using the **FMC** and **part number 4KE 906 961 A**.

Start the update on the workshop tester by selecting “**flash**” and entering the specified SVM code. When the following (or similar) appears while you are running the program: “... please insert update medium with the following part number...”, insert the USB stick into a USB port in the vehicle which is suitable for data transmission.

If the message “...Hold the vehicle key to the transponder...” (or similar) subsequently appears while the program is running, place the vehicle key so that it makes full surface contact against the marking provided in the center console until the Audi virtual cockpit shows that the update process has started, and keep the key in this position until the update process is completed.

To prevent the high-voltage battery from charging during the software update, the high-voltage charging cable 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.

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9025		
Damage Code:	0039		
Labor Operations:	Software update	0151 0010	See SRT with associated operations
	Software update	0151 0060	Labor according to the diagnostic log
Claim Comment:	As per TSB 2079475/1		

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

If necessary, order the required USB stick 4KE 906 961 A in advance or download the software onto a USB stick that complies with the USB 2.0 specification using the FMC and part number 4KE 906 961 A.

Additional Information

All part and service references provided in this TSB (**2079475**) 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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