

 Connection offline

Technical Service Bulletin

Topic	93 Displayed remaining range too low
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2077771/4
Level	EH
Status	Released for publishing
Release date	Oct 30, 2025

New customer code

Object of complaint	Complaint type	Position
entire vehicle -> driving performance, consumption -> range	dimensional accuracy -> too low	

Vehicle data

A6 Sportback e-tron, and Q6 e-tron

Sales types

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

Documents

Document name
master.xml
anleitung_q6_modul_anlernen_en-1.pdf
anleitung_q6_modul_anlernen_en.docx

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Service</i> (Updated Repair direction)
3	09/15/2025	Revised header (Added Models)
2	06/05/2025	Revised <i>Warranty</i> (Updated warranty table)

Customer states:

- The displayed remaining range is significantly less than expected remaining range,
- Despite a high charge level in the high voltage battery, a comparatively low remaining range is displayed.

Workshop findings:

- The customer complaint can be reproduced.
- The remaining range displayed is too low.
- There is a sudden drop in the remaining range displayed.

Technical Background

Not applicable.

Production Solution

Not applicable.

Service

Recommendation 1:

Please check whether TSB 2079690, *00 Combined software update 03.10.00/C (28.13.01) KD2* is visible for this vehicle.

If this is the case, please perform the software update described in TSB 2079690.

If TSB 2079690 is not visible for this vehicle, perform recommendation 2.

Info: The software update described in TSB 2079690 will be released in stages for the individual vehicle models, depending on availability.

Recommendation 2:

Adapt all high-voltage battery modules according to the attachment "anleitung_q6_modul_anlernen_en-1.pdf".

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:	9325		
Damage Code:	Recommendation 1: KD02		
	Recommendation 2: 0039		
Laor Operations:	Recommendation 1:		
	Please use the accounting instruction and labor times specified in TSB 2079690, <i>00 Combined software update 03.10.00/C (28.13.01) KD2</i> .		
	Recommendation 2:		
	GFF	0150 0010	See SRT with associated operations
	De-activate and activate high-voltage system	9310 8350	See SRT with associated operations
GFF	0150 0060	Time stated on the diagnostic protocol	
Claim Comment:	As per TSB 2077771/4		

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 (**2077771**) 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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