

 Connection offline

Vehicle-specific service

Topic	93 PSS Vehicle can only be charged very slowly in AC mode (max. 3.8 kW); DTC U110100
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2078207/3
Level	EH
Status	Released for publishing
Release date	Oct 24, 2025

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	*	000001	999999		

Documents

Document name
master.xml

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Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Removed Model) Revised <i>Service</i> (Added information for Q6 vehicles)
2	09/23/2025	Revised header (Added Model)
1	06/05/2025	Initial publication

This bulletin applies to MY25 A6 e-tron and Q6 e-tron vehicles only.

Customer states:

The vehicle can only be charged very slowly

Workshop findings:

- The customer statement can be reproduced.
- The vehicle can only be charged very slowly in AC mode with a maximum of 3.8kW.
- **DC mode is not affected.**

The following DTC is stored in the high-voltage central box, JX6 (address word 813B):

- **U110100:** Component protection active, active/static symptom: 13697024.

Technical Background

Due to a software issue in the onboard supply control unit J519 (address word 0009) the component protection in the high-voltage central box (address word 813B) is no longer deactivated.

When component protection is active certain functions are restricted and the charging capacity in AC mode is limited to a maximum of 3.8kW.

Production Solution

This bulletin will be updated when more information is available. A solution is currently under development.

Service

1. Diagnose the vehicle according to the instructions listed below. If the customer's vehicle condition matches the condition listed in the *Technical Background* of this PSS TSB, explain to the customer that a solution is expected to be available by the end of the 4th quarter of 2025 (subject to change) and that no repairs are necessary at this point.
2. Do not replace any components for this condition since this will not resolve the customer's concern.
3. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links >> Service*).

A solution is available for 2025 Q6 variants in TSB 2079728, 93 Vehicle can only be charged very slowly in AC mode (max. 3.8 kW).

Immediate measure in the workshop

Please perform a terminal 30 reset of the onboard supply control unit J519 (address word 0009).

- Option 1: Use the current flow diagram to identify all fuses for the onboard supply control unit J519 and remove them for at least 10 minutes.
- Option 2: Disconnect the vehicle battery for at least 10 minutes.
- The DTC memory can then be deleted, and the complaint is temporarily resolved.

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9710		
Damage Code:	0039		
Labor Operations:	GFF	0150 0010	See SRT with associated operations
	GFF	0150 0060	Time stated on the diagnostic protocol
	Repair onboard supply control unit	9710 4199	10 TU
Claim Comment:	As per TSB 2078207/3		

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 (**2078207**) 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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