

Technical Service Bulletin

Topic	93 Vehicle can only be charged very slowly in AC mode (max. 3.8 kW)
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2079728/1
Level	EH
Status	Released for publishing
Release date	Oct 22, 2025

Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
813B - High-voltage central box	U110100: Component protection active		static

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	

Vehicle data

Audi Q6 e-tron, A6 (PPE)

Sales types

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

Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
0009 - Electronic central electric	*	1437	*	*
0009 - Electronic central electric	*	1496	*	*
0009 - Electronic central electric	*	1436	*	*

Documents

Document name

master.xml

Condition

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 entry is logged in the event memory of the high-voltage central box (diagnostic address 813B):

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

Technical Background

Due to a software issue in onboard supply control unit J519 (diagnostic address 0009), the component protection in the high-voltage central box (diagnostic address 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 3.8 kW.

Production Solution

Production change in the fourth quarter of 2025.

Service

This TSB replaces Pending Service Solution (PSS) TSB 2078207: *93 PSS Vehicle can only be charged very slowly in AC mode (max. 3.8 kW); DTC U110100.*

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.



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

Warranty

Replacing parts will not fix the problem. If parts are replaced without good reason, they will be charged back.

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:	9710
Damage Code:	KD02

Labor Operations:

Please use accounting instructions and labor times specified in TSB 2079690, 00
Combined software update 03.10.00/C (28.13.01) KD2.

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 (**2079728**) 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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