

Technical Service Bulletin

Topic	93 A6 e-tron/Q6 e-tron - vehicle/HV battery only charges using AC with reduced capacity (7 kW instead of 11 kW) - PPE
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2079832/1
Level	EH
Status	Released for publishing
Release date	Oct 30, 2025

New customer code

Object of complaint	Complaint type	Position
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 -> faulty	
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 -> battery management -> charging high-voltage battery -> AC high-voltage battery charging at public charging station	functionality -> too slow	
power, vehicle electrical system, data transfer -> battery management -> charging high-voltage battery -> high-voltage battery charging at home charging station	functionality -> too slow	
power, vehicle electrical system, data transfer -> battery management -> charging high-voltage battery	functionality -> faulty	

Vehicle data

A6/Q6 etron (PPE-Plattform)

Sales types

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

PR numbers

PR numbers
? :with OK9

Documents

Document name
master.xml



Connection offline

Technical Service Bulletin

Transaction No.: **2079832/1**

93 A6 e-tron/Q6 e-tron - vehicle/HV battery only charges using AC with reduced capacity (7 kW instead of 11 kW) - PPE

Release date: Oct 30, 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

- AC charging only possible with limited capacity (7 kW, 3 kW)

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

An internal phase fuse in the vehicle's high-voltage central box (JX6) has tripped due to a software issue. As a result, charging is only possible with two phases or one phase.

Production Solution

Not applicable.

Service

Try to narrow down the cause to the issue using the following procedure:

Charge the vehicle with AC and read out the following measured values with the workshop tester: Read out the following measured values in diagnostic address 813B with the charging cable connected:

DA813B - Guided functions - Read measured values - select the following measured values:

- MAS25602
- MAS25597
- MAS25605
- MAS26882
- MAS26876

Messwerte lesen:

Messwert-Name	ID	Wert
▼ Ladegerät, IST-Eingangsstrom	MAS25602	
▼ Ladegerät, IST-Eingangsstrom	MAS25602	
Leistungsfaktorkorrektur 1, L1	MAS29552	15.600000000000001 A
Leistungsfaktorkorrektur 2, L1	MAS29553	15.600000000000001 A
Leistungsfaktorkorrektur 1, L2	MAS29554	15.700000000000001 A
Leistungsfaktorkorrektur 2, L2	MAS29555	15.700000000000001 A
Leistungsfaktorkorrektur 1, L3	MAS29556	15.600000000000001 A
Leistungsfaktorkorrektur 2, L3	MAS29557	15.600000000000001 A
▼ Ladegerät, IST-Eingangsspannung (AC)	MAS25597	
▼ Ladegerät, IST-Eingangsspannung (V)	MAS25597	
Aussenleiter L1	MAS18303	224.0 V
Aussenleiter L2	MAS18304	225.0 V
Aussenleiter L3	MAS18305	225.0 V
▼ Ladegerät, maximal Strom Infrastruktur	MAS25605	
▼ Ladegerät, maximal Strom Infrastrukt	MAS25605	
Aussenleiter L1	MAS18303	20.1 A
Aussenleiter L2	MAS18304	20.1 A
Aussenleiter L3	MAS18305	20.1 A
▼ Ladegerät, maximaler Strom pro Phase	MAS26882	
Ladegerät, maximaler Strom pro Phase	MAS26882	40.0 A
▼ Ladegerät, maximale Spannung pro Phase	MAS26876	
—	MAS00194	260.0 V

Observe the measured values during AC charging: If no charging current or no charging voltage is detected on one of the phases (L1, L2 or L3) during charging, this TSB applies and high-voltage central box JX6 must be replaced.



Please be mindful if the charger is connected to single or three-phase power, if connected to single phase it is acceptable for there to be no charging current on L2 or L3.

You must read out the measured values and send the online diagnostic log to invoice the repair and the TSB under warranty.

Warranty

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9352		
Damage Code:	0039		
Labor Operations:	Remove and install high-voltage charging unit	9352 19xx	See SRT with associated operations
	GFF	0150 0060	Time stated on the diagnostic protocol
Claim Comment:	As per TSB 2079832/1		

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

All part and service references provided in this TSB (**2079832**) 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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