

## Technical Service Bulletin

<b>Topic</b>	55 Charging flap does not open
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2079918/1
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Nov 10, 2025

### New customer code

Object of complaint	Complaint type	Position
body attachments and installations -> doors, lids operation -> open fuel filler door	functionality -> cannot be opened	
body attachments and installations -> lids -> fuel filler door	dimensional accuracy -> flush dimension incorrect	
body attachments and installations -> lids -> fuel filler door	dimensional accuracy -> gap dimension incorrect	right
body attachments and installations -> lids -> fuel filler door	dimensional accuracy -> flush dimension incorrect	left
body attachments and installations -> lids -> fuel filler door	dimensional accuracy -> gap dimension incorrect	
body attachments and installations -> doors, lids operation -> open high-voltage charging port door	functionality -> no function	

## Vehicle data

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### Sales types

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

## Documents

<b>Document name</b>
<a href="#">master.xml</a>

## Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A6 Sportback e-tron, and S6 Sportback e-tron	2021 – 2025	All	Not Applicable

### Customer states/Workshop findings:

- One charging flap is already fully open for the charging process. At the same time, the customer opens the opposite charging flap (which was still closed) from the outside. The second charging flap pops open slightly but is not opened electrically.
- Operation from the inside via the HMI/display works without restrictions.

An example of the concern described above can be found at <https://audi-external.kzoplatform.com/misc/sl/8oorln6A>, or by scanning the QR code below:



Figure 1. Scan the QR code for a short video example.

## Technical Background

The lock on the second charging flap is opened even though the first charging flap is not yet fully closed. The electric motor is not activated when this charging flap opens sporadically. The charging flap remains in this position.

## Production Solution

Optimized software introduced in production in week 25/2025.

## Service

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, depending on availability.

The combined software update TSB 2079690 may not be available for your vehicle at the current time. Please note that no further email notifications will occur.

**It is recommended to check regularly whether new revisions of TSB 2079690 have been published for other vehicle groups.**

If the software update is not available to you, proceed as follows:

Please explain the following to the customer:

If the fault occurs, the charging flap must be closed carefully – not with a jolt. As a result, the vehicle will identify that the charging flap is closed. The charging flap can then be operated again from the outside. Please instruct the customer that they should always only open the charging flap on the required side.

## Warranty

<b>Claim Type:</b>	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	5537		
<b>Damage Code:</b>	KD02		
<b>Labor Operations:</b>	Software update, including connecting battery charger	0151 0010	See SRT with associated operations
	Fixed rate for software update, including all required preliminary and follow-up work (including bus sleep cycle, calibration drive, additional work and restarting software update if flashing is aborted)	0151 0040	130 TU
<b>Claim Comment:</b>	As per TSB 2079918/1		

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.

When performing the combined software update, time stamps are not required for billing under warranty. You are therefore permitted to work on other vehicles at the same time. The combined software update can also be performed by non-productive personnel.

## Additional Information

All part and service references provided in this TSB (**2079918**) 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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