

Technical Service Bulletin

Transaction No.: **2079834/2**

93 Electrical system: high-voltage battery - overview of charging complaints - A6/Q6 e-tron PPE

Release date: Dec 15, 2025

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A6 Sportback e-tron, S6 Sportback e-tron (GH), Q6 e-tron, Q6 Sportback e-tron, SQ6 e-tron, and SQ6 Sportback e-tron (GF)	2025	All	Not applicable

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Condition</i> (Corrected model table)
1	11/24/2025	Initial publication

This TSB summarizes the known charging complaints relating to the specified vehicles and refers to the relevant individual topics.

Customer states:

See below for general charging complaints

Workshop findings:

See below.

Technical Background

Software and hardware issues in high-voltage charger JX6 and/or in the control unit for activation of charging flap and charging socket J1245/1246.

Production Solution

Not applicable.

Service

Using the following table and the customer complaint or workshop findings, try to establish a reference to the respective topic and then perform the corresponding recommended repair.

No.	Topic (based on customer complaint/workshop findings/event memory entry)	Recommended repair
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1.	Level 2 charging not possible (USA), AC charging process is cancelled, charging socket lock does not lock	See TSB 2078719
2.	“Charging cable connected” is displayed in the instrument cluster, despite it not being connected. Gear cannot be engaged, vehicle is classified as a breakdown	See TSB 2077962
3.	AC charging only with limited charging power 7 kW or 3.x kW instead of 11 kW; AC charging only possible on one or two phases, car currently charging at the wall box with max. 7.4 kW, although 11 kW would be possible.	See TSB 2079832
4.	AC charging does not work, DC charging works	See TSB 2079934
5.	High-voltage onboard supply warning lamp on: “AC charging restricted. Please contact workshop” message displayed; vehicle interior does not heat up, preconditioning not possible, event memory entry DA813B: B168AF4 – High-voltage heater specified value not met - symptom: 11337731	Work through Guided Fault Finding

If **none** of the topics listed above applies to this case, proceed **using Guided Fault Finding**. Ensure the vehicle has the current combined software.

If you need additional technical repair support in this case, you must answer the following questions in advance:

1. *Customer statement/precise customer complaint.*
2. *What exactly does not work: AC and/or DC charging?*
3. *More detailed description of fault: e.g. charging process aborts after xx seconds/does not start/etc.; photo documentation of warning messages*
4. *Does the complaint always occur at the same charging station?*
5. *Can the complaint be reproduced?*
6. *Does the complaint only occur at one charging socket? If so, which one (right or left)?*
7. *What was the result of working through Guided Fault Finding?*
8. *What repairs have already been performed relating to the complaint?*

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:	9352
Damage Code:	0040
Claim Comment:	As per TSB 2079834/2

Additional Information

All part and service references provided in this TSB (**2079834**) 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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