

## 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
3	-	Revised <i>Condition</i> (Added additional Instructions)
2	12/15/2025	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.

**Reporting obligation number 2079502 must be observed FIRST (if it has been published for your market/the vehicle in question)**

### 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
1.	Level 2 charging not possible (USA), AC charging process is cancelled, charging socket lock does not lock	See TSB 2078719, 93 <i>Service info: high-voltage AC/level 2 charging faulty - Q6 e-tron</i>
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, 93 <i>A6/Q6 e-tron: charging cable is shown as being connected; U01E400</i>
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, 93 <i>A6 e-tron/Q6 e-tron - vehicle/HV battery only charges using AC with reduced capacity (7 kW instead of 11 kW) - PPE</i>
4.	AC charging does not work, DC charging works	See TSB 2079334, 93 <i>Q6 e-tron AC charging not working, DC charging working</i>
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	This event memory should be ignored as it has no effect.

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

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li> </ul>
<b>Service Number:</b>	9352
<b>Damage Code:</b>	0040

**Claim Comment:**

As per TSB 2079834/3

**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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