

 Connection offline

## Vehicle-specific service

Transaction No.: **2080708/1**

93 PSS Electronics HV: Vehicle/HV battery surplus solar charging/intelligent charging via wallbox faulty - Q4 e-tron

Release date: Jan 23, 2026

## Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
Q4 e-tron, and Q4 e-tron Sportback	2023 – 2026	All	Not applicable

### Customer states:

The vehicle/HV battery cannot be charged with surplus solar via the home wall box.

### OR

The vehicle/HV battery does not resume charging after charging was temporarily paused on the home wall box, e.g. due to smart charging (cost-optimized charging/dynamic electricity tariff), automatic phase switching or weather effects (clouds).

### Workshop findings:

- The customer statement can be reproduced.
- Charging does not restart after the vehicle was in bus sleep mode.

The following DTC entry may be stored in the Gateway, J533 (address word 0019):

- **B18C6F0** High-voltage safety Emergency shutdown requested - 8515862

## Technical Background

Not applicable

## Production Solution

This bulletin will be updated when more information is available. A solution is currently under development.

## Service

1. Explain to the customer that this matter is being reviewed, and you will be advised if any action is determined to be needed.
2. Do not replace any components for this condition since this will not resolve the customer's concern.
3. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in Audi Now; *Service | AU-US > Pending Service Solutions (PSS)*.

### NOTICE

**Replacing the Gateway (diagnostic address: 0019), high-voltage charging unit or other components will not fix the problem and the costs of doing so will be charged back.**

## 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
<b>Claim Comment:</b>	As per TSB 2080708/1

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

If charging is interrupted, it can be restarted by unplugging the charging connector and plugging it back in again or by locking and relocking one of the vehicle doors, to reduce the risk of such interruptions, please deactivate automatic phase switching in the wall box settings.

All part and service references provided in this TSB (**2080708**) 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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