

## 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
4	-	Revised header (Updated customer codes) Revised <i>Condition</i> (Updated verbiage) Revised <i>Technical Background</i> (Updated verbiage) Revised <i>Service</i> (Added Note)
3	01/22/2026	Revised <i>Condition</i> (Added additional instructions)
2	12/15/2025	Revised <i>Condition</i> (Corrected model table)

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 charging unit 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 Service info: high-voltage AC/level 2 charging faulty - Q6 e-tron
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 A6/Q6 e-tron: charging cable is shown as being connected; U01E400
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 A6 e-tron/Q6 e-tron - vehicle/HV battery only charges using AC with reduced capacity (7 kW instead of 11 kW) - PPE
4.	AC charging does not work, DC charging works	See TSB 2079334, 93 Q6 e-tron AC charging not working, DC charging working
5.	DTC B168AFA stored in DA813B: B168AFA – HV heater Specified Value not met – Symptom: 11337731	This event memory should be ignored as it has no effect.
6.	DTC P1F1200 stored in DA813B: P1F1200 -DC/DC converter current sensor 3 overcurrent – Symptom 9572620	Replace high-voltage central box JX6 (IPB) and send it in for analysis.

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?

 NOTICE

**Note: Please be certain to comply with the following instructions if sending the high-voltage charging unit for analysis: - the coolant must be drained completely, and the coolant connections must be securely sealed with the appropriate sealing plugs and suitable workshop materials (cable ties, adhesive tape). – Also use suitable filling materials when packaging the charging unit so that any protruding components (high-voltage connections, coolant plugs, etc.) cannot be damaged while being transported for analysis.**

## 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 2079834/4

## 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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