

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
e-tron	2019 2021 – 2023	All	Not applicable
e-tron Sportback	2020 – 2023		
e-tron GT, and RS e-tron GT	2022 – 2023		

Customer states:

On certain charging stations (manufactured by ABB, type TERRA) it is possible that the charging procedure (DC charging/fast charging) is stopped when charging certain vehicle models (Q8 e-tron, e-tron GT) in certain vehicle conditions (high mileage).

Workshop findings:

The complaint can be reproduced with the affected vehicle at the charging station specified by the customer.

The vehicle can be charged without issues at charging stations from other providers.

The problematic charging station is a DC charging station (= fast-charging station) of the following type: manufactured by ABB, type TERRA.



Technical Background

Irregularity in internal control of ABB charging station. Especially vehicles of the specified type with relatively high mileage can be affected by this issue.

Production Solution

Not applicable.

Service

Software adaptation in ABB charging station.

Warranty

This concern is due to a third-party system and is not covered by any Audi Warranty.

Additional Information

We cannot make a reliable statement on when the software of the charging station manufacturer will be adapted. Please contact the charging station manufacturer directly.

All part and service references provided in this TSB (**2081724**) 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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