

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A6 Sportback e-tron, and S6 Sportback e-tron	2025	023888 – 999999	Not applicable
	2027	000001 – 999999	

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added model year) Revised attachment (Added video) Revised <i>Condition</i> (Added model table) Revised <i>Technical Background</i> (Removed QR code)
1	10/04/2025	Initial publication

Customer states:

The charging flap does not close fully / pops open again.

Workshop findings:

With the charging flap open, it is tapped from the outside and the automatic closing procedure starts (tap to run). When the charging flap reaches the fully closed(end) position, it pops open again. The electric charging flap closes fully when operated via the instrument cluster or when it is closed automatically, such as when the charging cable is unplugged or after 110 seconds of inactivity.

Technical Background

With the charging flap open, it is tapped from the outside and the automatic closing procedure starts (tap to run). Under unfavorable conditions, there may be a delay between the motor turning back into the end stop and the actuator being activated. This causes the charging flap to pop open. This behavior only happens when the charging flap is operated by tap to run. The charging flap can then be pressed closed and is fully functional. The electric charging flap closes fully when operated via the instrument cluster or when it is closed automatically, such as when the charging cable is unplugged or after 110 seconds.

For an example of the concern, a video can be found in the attachments of this bulletin.

Production Solution

Software change from Q2/2026.

Service

Replacing parts will not fix the problem.

Please inform the customer about the situation and how to use the charging flap correctly.

The alternative opening and closing options are shown in the Audi SoST film on the Q6 charging flap.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All part and service references provided in this TSB (**2079694**) 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.

©2026 Audi of America, LLC / Audi Canada Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, LLC / Audi Canada Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.