



Connection offline

Technical Service Bulletin

Transaction No.: **2064681/6**

91 Service info: phone: issue with wireless charging / wireless charging not working

Release date: Aug 21, 2026

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
All Audi vehicles	2019 – 2027	All	With PR Codes: 9ZE OR 9ZV

REVISION HISTORY		
Revision	Date	Purpose
6	-	Revised title (Updated verbiage) Revised header (added model years) Revised <i>Condition</i> (Updated verbiage) Revised <i>Service</i> (Updated verbiage)
5	10/29/2024	Revised <i>Condition</i> (added statement) Revised title (improve searchability)
4	11/14/2023	Revised header (added model years)

Customer states:

The mobile device sometimes cannot be charged wirelessly. One of the following situations is described:

- The phone gets very hot while charging and charging is canceled
- The phone is not charged, and the following message is shown on the MMI: "The device cannot be charged as there is another object in the charging cradle."
- The phone does not start charging after it has been placed in the charging cradle.
- The phone or individual processes are switched off to protect the phone as a result of heat generation.
- The mobile device supports wireless charging or the customer uses a charging cover that enables wireless charging.

Please also note the information in the database for mobile devices at www.audi.com/bluetooth.

Technical Background

Technical limitations of the wireless charging standard.



NOTICE

Information on Apple iPhone devices from generation 12 onwards: These devices have MagSafe technology. This technology corresponds to a later Qi standard, and the function can only be used with restrictions. MagSafe technology results in higher power loss and, consequently, more heat generation. Particularly in the event of intensive use during charging, this can lead to restrictions in the phone's functions and may ultimately result in the phone being switched off. This restriction is not caused by the vehicle.

Production Solution

Not applicable.

Service

The wireless charging function is affected by external factors. Check whether the complaint can still be reproduced under optimized conditions. To do so, observe the following:

- Make sure that the function is activated correctly in the MMI. Observe the instructions in the Owner's Manual.
- Ensure that there are no objects other than the mobile phone in the charging cradle.
- Check whether the complaint can still be reproduced when the phone is not in a case.
- The position of the phone has a significant effect on charging characteristics. Ensure that the phone is in the center of the charging cradle when performing all tests.
 - Reason: The charging cradle uses three integrated charging coils, only one of which is actively used at any one time. With smaller devices, more energy is lost and more heat is produced if the device is significantly misaligned from the center position.
- The device may become very hot during wireless charging if it has a low charge to start with. Please therefore check whether the complaint can still be reproduced when the battery level is approx. 80 %
- **Intensive app use during wireless charging can cause the device to become very hot. Please therefore check whether the complaint can still be reproduced when the device is only charging. Note: If intensive use is required, we recommend using the USB connection instead.**
- It can take up to 60 seconds for charging to start. Please therefore assess the complaint no earlier than 60 seconds after placing the phone in the charging cradle.
- For each test, please also check whether the complaint can be reproduced with a comparable phone.

If the concerns persist, continue the repair process using Guided Fault Finding.

Warranty

Replacing parts or attempting repairs will not fix the problem. Unjustified work/replacement parts will be charged back. Invoicing under warranty is not permitted

Additional Information

All part and service references provided in this TSB (**2064681**) 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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