

## Technical Service Bulletin

|                        |                                                                                         |
|------------------------|-----------------------------------------------------------------------------------------|
| <b>Topic</b>           | 93 Charging door does not open when button pressed - B1A8FF0, B1A89F0, B1A8AF3, B1A88F3 |
| <b>Market area</b>     | United States 444 Volkswagen of America, Inc. (6444)                                    |
| <b>Brand</b>           | Audi                                                                                    |
| <b>Transaction No.</b> | 2071343/2                                                                               |
| <b>Level</b>           | EH                                                                                      |
| <b>Status</b>          | Released for publishing                                                                 |
| <b>Release date</b>    | Mar 31, 2025                                                                            |

### New customer code

| Object of complaint                                                                                         | Complaint type                                | Position |
|-------------------------------------------------------------------------------------------------------------|-----------------------------------------------|----------|
| body attachments and installations -> doors, lids operation -> open fuel filler door                        | functionality -> cannot be opened             |          |
| body attachments and installations -> doors, lids operation -> open high-voltage charging port door         | functionality -> no function                  |          |
| body attachments and installations -> lids                                                                  | functionality                                 |          |
| power, vehicle electrical system, data transfer -> power supply -> high-voltage battery charging socket     | functionality -> cannot be released           |          |
| power, vehicle electrical system, data transfer -> battery management -> charging high-voltage battery      | functionality -> no function                  |          |
| power, vehicle electrical system, data transfer -> battery management -> charging high-voltage battery      | functionality -> operation sequence incorrect |          |
| power, vehicle electrical system, data transfer -> power supply -> high-voltage battery charging socket cap | component, automotive fluids -> damaged       |          |
| body attachments and installations -> doors, lids operation -> close high-voltage charging port door        | functionality -> no function                  |          |
| body attachments and installations -> doors, lids operation -> close fuel filler flap                       | functionality -> cannot be closed             |          |

### New workshop code

| Object of complaint                                              | Complaint type                          | Position |
|------------------------------------------------------------------|-----------------------------------------|----------|
| body attachments and installations -> lids -> charging port door | component, automotive fluids -> damaged |          |

## Vehicle data

### e-tron

#### Sales types

| Type | MY   | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| GE*  | 2019 | A     |             | *           | *            | *                |
| GE*  | 2020 | A     |             | *           | *            | *                |

#### Chassis numbers

| Manufacturer | Filler | Type | Filler | MY | Factory | From   | To     | Prod from | Prod to |
|--------------|--------|------|--------|----|---------|--------|--------|-----------|---------|
| WA1          | *      | GE   | *      | L  | B       | 000001 | 036489 |           |         |
| WA1          | *      | GE   | *      | K  | B       | 000001 | 999999 |           |         |

## Documents

| Document name              |
|----------------------------|
| <a href="#">master.xml</a> |

## Condition

| REVISION HISTORY |            |                                             |
|------------------|------------|---------------------------------------------|
| Revision         | Date       | Purpose                                     |
| 2                | -          | Revised Parts information (Added lettering) |
| 1                | 09/13/2023 | Initial publication                         |

### Customer states:

The charging door does not open when the button is pressed.

### Workshop findings:

- Left and right or only left/right charging door can no longer be opened by pressing the button.
- It can only be opened using the manual release mechanism.

One or more of the following DTCs are stored in the -J1050- High Voltage Battery Charger (address word 00C6):

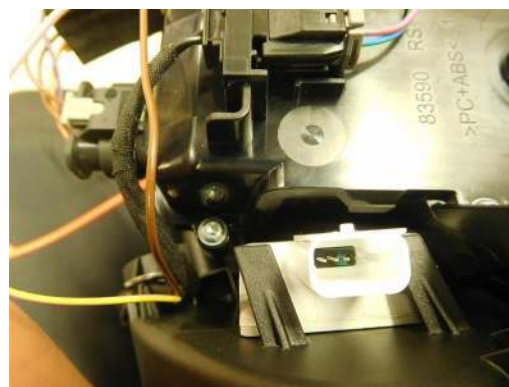
- **B1A8FF0:** LED module charging socket door 1 communication malfunction.
- **B1A89F0:** LED module charging socket door 2 communication malfunction.
- **B1A8AF3:** Charge door 1 LIN actuator communication malfunction.
- **B1A88F3:** Charge door 2 LIN actuator communication malfunction.

## Technical Background

Quality issues in the production process may lead to a crack in the connector point of the charging indicator (Figure 1). Moisture can reach the contact pins in the charging indicator connector via this crack. As a result, a bypass can occur between the ground contact pin and the LIN contact pin. This leads to a communication fault between the components of the charging door and the charging unit for high-voltage battery. In this circumstance, the electric operation of the charging door does not work.



**Figure 1:** Crack in the connector point of the charging indicator.



**Figure 2:** Evidence of water intrusion in the charging indicator connector.



**Figure 3:** Evidence of water intrusion in the connector housing.

## Production Solution

After July 2020, the charging indicator connector and the connector housing are sealed during production to prevent moisture ingress.

## Service

### NOTICE

Try to reproduce the customer complaint (based on the description/cause of the issue) so that it can be clearly assigned to this TSB. The following repair must only be carried out if all of the criteria (model/type, chassis number, engine/motor code, gearbox code, PR number(s), part number, software version, code, etc.) apply exactly. Otherwise, this solution will not eliminate the problem and repeat repairs may be necessary. In such a case, claims for replaced parts will be subject to review.

Please take photos of the complaint and upload them into DOC-IT with the repair order. Photos should:

- Have a date stamp and VIN reference.
- Be taken in focus and with sufficient light.

### Measure:

For vehicles with one charging door (driver side): Remove wheel and wheel housing liner.

For vehicles with two charging doors: Remove both wheels and wheel housing liners.

Follow the instructions in Elsa to complete the repair at *Repair Manual >> General body repairs, exterior >> Rep. gr. 66 Exterior equipment >> Wheel housing liners >> Assembly overview - wheel housing liner (front)*.

### DANGER

**High voltage increases the risk of fatal injury. Severe bodily injury or death by electrocution or electric arcs is possible.**

- Have an Audi high-voltage technician or an Audi high-voltage expert de-energize the high-voltage system.

1. Unplug the connector from the charging indicator (Figure 4).  
Check the contacts and connector of the charging indicator(s).



**Figure 4:** The connector has been unplugged.

2. Check the contacts on the connector housing and on the charging indicator for oxidation.



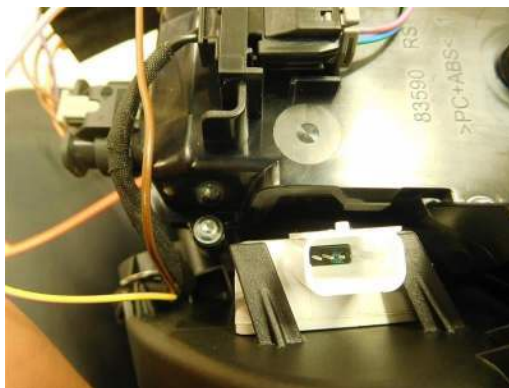
**Figure 5:** Oxidation on the connector housing.



**Figure 6:** Use inspection mirror to carefully examine the charging indicator connector.

3. Check the connector point on the charging indicator for cracks (Figure 1).

If the connector point is cracked or the pins are oxidized (Figure 7), replace the damaged charging door unit as described under the heading **“Removing and installing charging door unit”** below.



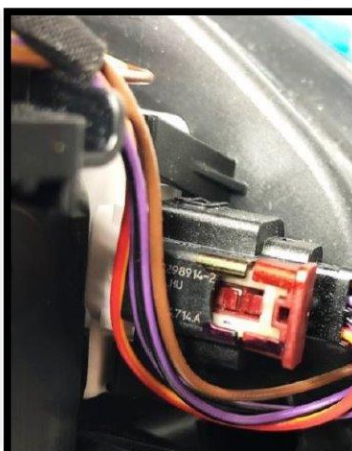
**Figure 7:** Oxidation of the pins on the charging indicator connector.

4. To avoid the need for repeat repairs, check whether the charging door supplied by the parts department already has a sealed charging indicator connector. This can be identified on the basis of the QR code sticker and the red line on the connector (Figure 8).

If this is not the case, seal the charging indicator connector on the new charging door unit with 1-component adhesive sealant (Part number D 469101A3) as described under the heading **“Sealing charging indicator connector”**.

This can be performed both when the component has been removed, and when it is fitted in the vehicle.

If the connector point, and contacts of the charging indicator on one of the charging doors are undamaged, the charging door can remain in the vehicle.



**Figure 8:** The charging indicator connector pictured is the updated part.

5. After replacing the damaged charging door unit, check that the charging doors open and close when the button is pressed.

If a charging door unit can remain in the vehicle, the charging indicator connector on it must also be sealed with 1-component adhesive sealant (part number D 469101A3) as described under the header **“Sealing charging indicator connector”**.

#### **Removing and installing the charging door unit:**

**NOTICE**

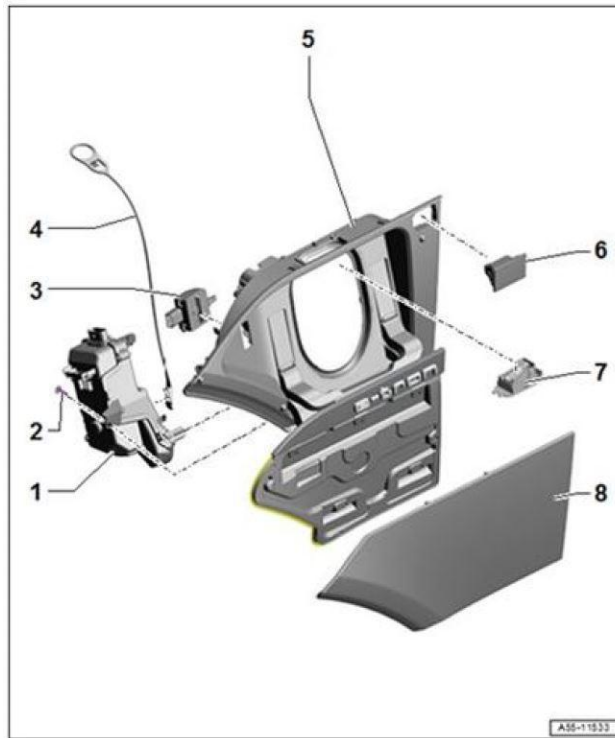
Contrary to the information in the Workshop Manual, it is not necessary to remove the driver door or the wheel arch cover. Please observe the following repair procedure.

**DANGER**

High voltage increases the risk of fatal injury.

- Severe bodily injury or death by electrocution or electric arcs is possible.
- Have an Audi high-voltage technician or an Audi high-voltage expert de-energize the high-voltage system.

1. Remove charging door unit -5- (Figure 9).

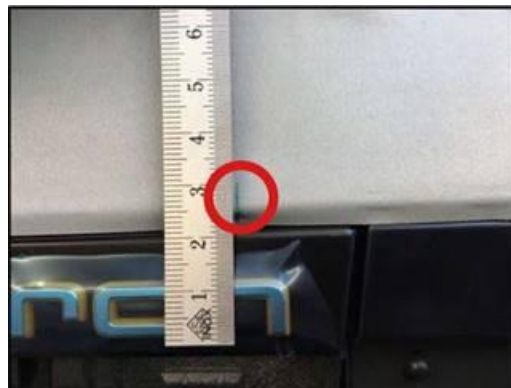


**Figure 9:** Charging door unit (5) must be removed.

**NOTICE**

The charging door unit is removed without dismantling the door and the wheel arch cover. This makes it necessary to drill a hole in the area of the “n” of the “e-tron” in order to destroy the retaining lug of the charging door located behind the “n”.

2. Open the charging door, and mask off the upper section of the charging door with adhesive tape (see Figure 12).
3. Close the charging door and mark at the middle of the “n” of the “e-tron” emblem (driver’s side). The mark should be made vertically on the adhesive tape (Figure 10).



**Figure 10:** Make a vertical mark in the middle of the “n” of the e-tron emblem.

**NOTICE**

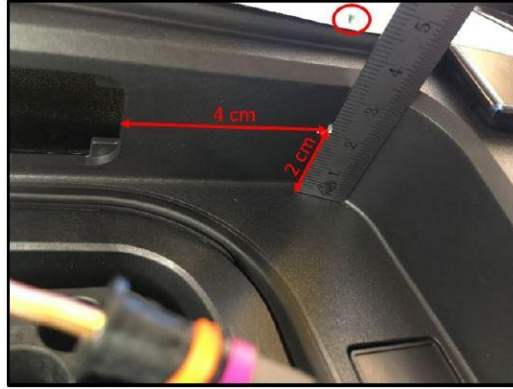
For a charging door unit on the right (passenger) side of the vehicle, make a mark at the middle of the letter “e” of the emblem.

**NOTICE**

The drill hole is **NOT** to be placed directly at the letter “n” (left side of vehicle) or “e” (right side of the vehicle). The letters only serve as an orientation aid for drilling the hole subsequently inside the charging door.

4. Open the charging door using the button and make a drill mark at the same level as the first mark, exactly as depicted in Figure 11.

As an alternative to marking at the letter “n” (left side of vehicle) or “e” (right side of vehicle), a dimension of 4 cm (Figure 11) may also be used.



**Figure 11:** The drill mark should be at the same level as the first mark at 2 cm.

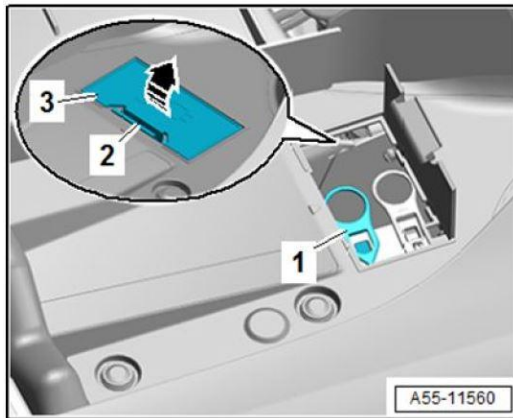
5. Drill through the retaining lug from the inside using an angled drill/angled bit and a short commercially available spot weld drill (diameter approximately 7mm) to a depth of approximately 15 mm at the marked location (Figure 12).

**Remove the drilling residue at the charging socket using a compressed air gun.**



**Figure 12:** Use an angled drill/angle bit to drill to a depth of 15mm at the marked location.

6. Release catch (2) on the plenum chamber and open the cover (3), then move the manual release cable (1) clear (Figure 13).



**Figure 13:** The plenum chamber door and manual release cable.

7. Unplug the electrical connector inside of the wheel well (1), release the catch (3), remove the bulb (2), and unplug the electrical connector in the back of the bulb (4) (Figure 14).

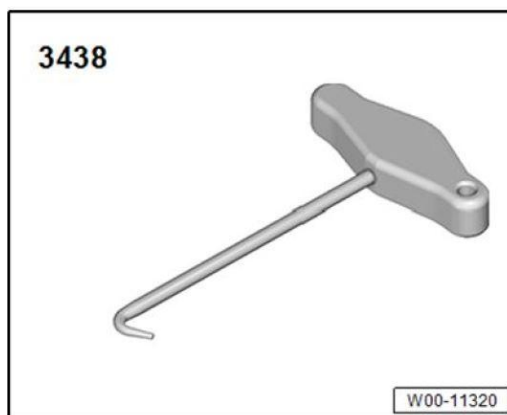


**Figure 14:** Overview of the position of the charging door (installed).

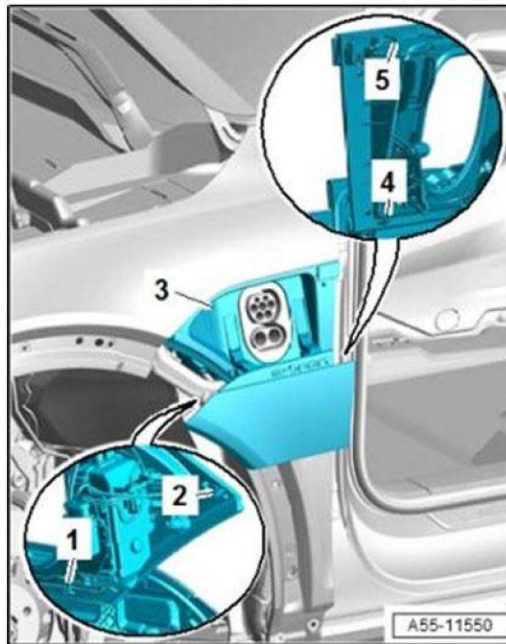
**NOTICE**

The wheel arch extension must be pressed away carefully at the same time to enable the charging door to be removed.

8. Use hook 3438 (Figure 15) or a screwdriver to release the remaining catches (1, 2, 3, and 4) (Figure 16).  
Carefully take the charging door unit out of the wing.

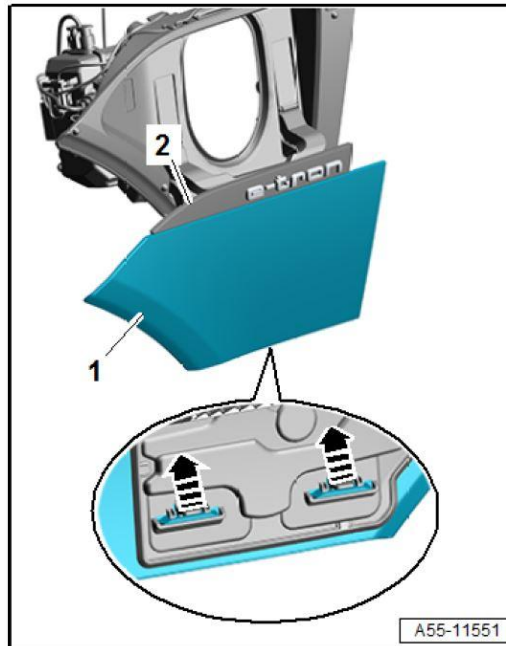


**Figure 15:** Hook 3438.



**Figure 16:** Charge door retaining tabs.

9. Follow the instructions in Elsa to remove the trim for the charging door unit and install a new unit at *Repair Manual >> Body >> Body Exterior >> 55 Hoods Lids >> Charge Door Unit >> Charge Door Unit Trim, Removing and Installing.*



**Figure 17:** Charge door exterior cover.

**Installing the charging door unit (without removing the driver door and wheel arch extension):**

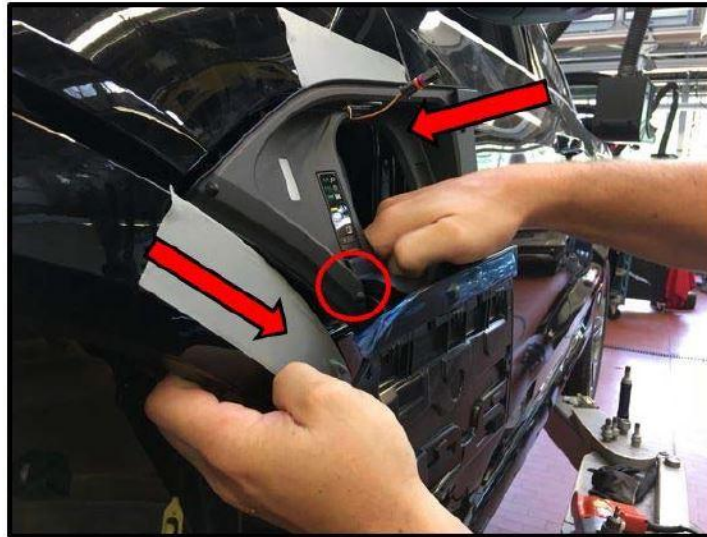
**NOTICE**

To avoid paintwork damage, mask off the area around the charging door in advance using adhesive tape (Figure 18). The adhesive tape can be removed when the charging door has been installed.



**Figure 18:** Adhesive tape applied around the charging door to protect the paint.

1. Carefully fit charging door unit, [pressing the wheel arch extension slightly outwards to do so. We recommend inserting the charging door in the area of the red circle first (Figure 19).



**Figure 19:** Charging door installation.

**NOTICE**

Press wheel arch extension back firmly afterwards.

**Sealing charging indicator connector:**

1. Unplug the connector from the charging indicator (Figure 20).



**Figure 20:** The connector is unplugged from the charging indicator.

2. Screw the application hose (2) (order number: ASE33522600000) onto the cartridge of the component adhesive sealant (1) (Part number D 469101A3) (Figure 21).



**Figure 21:** Component adhesive sealant and tool.

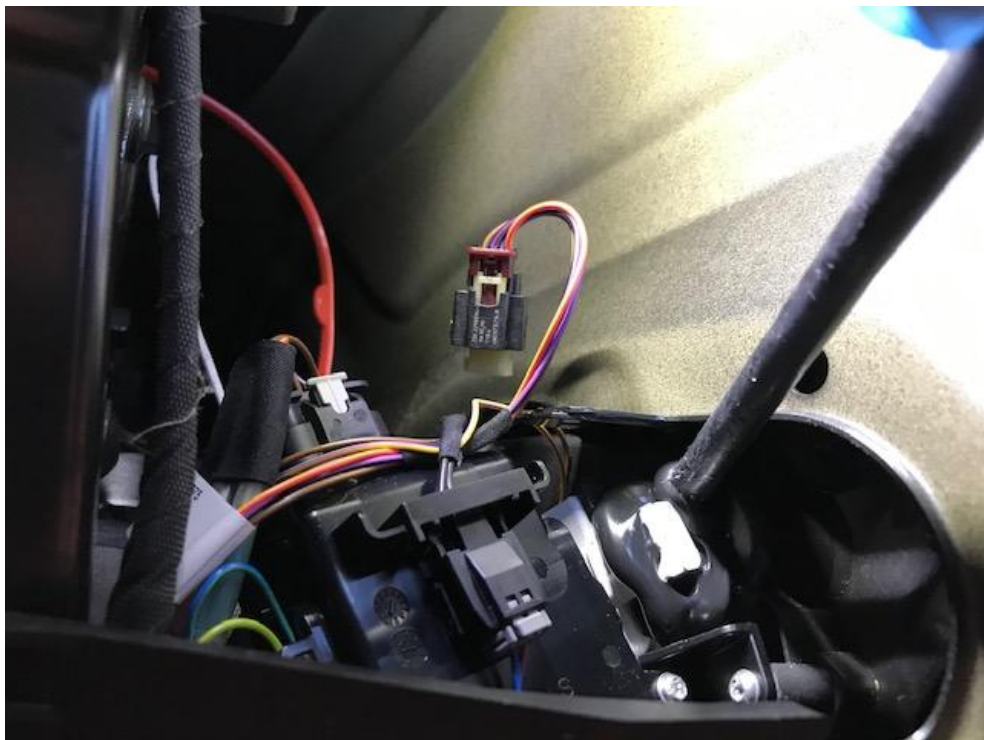
The application hose (order number: ASE33522600000) can be left on the cartridge of the component adhesive sealant (part number: D 469101A3) after use and can be reused as the adhesive sealant (butyl) does not harden.

3. In order to ensure that the adhesive sealant has the same consistency at each use after it has not been used for a longer period (several days) use cartridge (3, Figure 21) to press out a sealant bead with a length of approximately 5 cm (Figure 22) before each use of the component adhesive sealant.



**Figure 22:** Clearing the component adhesive sealant after prolonged storage.

4. Apply a sealant bead (at least 8 mm thick) all around at the beginning of the connector point of the charging indicator (Figure 23).



**Figure 23:** Sealant bead applied at the connector.

5. Plug the connector into the charging indicator and press it into the adhesive sealant. Press in the release tab on the connector to ensure it is fully engaged.

Plug the connector into the charging indicator. The connector should then be completely surrounded by the adhesive sealant (Figure 24).



**Figure 24:** The connector should be completely surrounded by the adhesive sealant.

**NOTICE**

The entire connector and connector point of the charging indicator and parts of the charging indicator must be covered with adhesive sealant to ensure protection against moisture ingress (Figure 25).



**Figure 25:** The entire connector and the connector point of the charging indicator must be covered with adhesive sealant.

**NOTICE**

The adhesive sealant is very soft and flows into itself immediately after application.

- Some of the adhesive sealant may run off shortly after application. This does not affect the sealing function; instead, it is a sign that sufficient adhesive sealant has been applied.
- The adhesive sealant hardens and reaches its final elastic consistency over time.
- The vehicle can then be reassembled and returned to the customer.
- No waiting time is necessary as the initial strength of the adhesive sealant can withstand everyday use.

## Warranty

|                          |                                                                                                     |           |                                        |
|--------------------------|-----------------------------------------------------------------------------------------------------|-----------|----------------------------------------|
| <b>Claim Type:</b>       | • If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. |           |                                        |
| <b>Service Number:</b>   | 5537                                                                                                |           |                                        |
| <b>Damage Code:</b>      | 0033                                                                                                |           |                                        |
| <b>Labor Operations:</b> | Seal charging indicator                                                                             | 9355 5199 | 60 TU                                  |
|                          | Seal 2 charging indicators                                                                          | 9355 5299 | 100 TU                                 |
|                          | Replace charging door unit                                                                          | 9353 5599 | 90 TU                                  |
|                          | Replace 2 charging door units                                                                       | 9353 5699 | 140 TU                                 |
|                          | Seal charging indicator (one side) and replace charging door unit (other side)                      | 9355 5699 | 130 TU                                 |
|                          | GFF                                                                                                 | 0150 0000 | Time stated on the diagnostic protocol |
|                          | Charge Battery                                                                                      | 2706 8950 | See SRT with associated operations     |
| <b>Claim Comment:</b>    | As per TSB 2071343/2                                                                                |           |                                        |

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.

## Required Parts and Tools

| Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. |                  |                 |
|-----------------------------------------------------------------------------------------------------|------------------|-----------------|
| Part Number                                                                                         | Part Description | Quantity        |
| 4KE810001                                                                                           | Charging door    | 1               |
| 4KE810002                                                                                           | Charging door 2  | 1               |
| 4KE8536013Q7                                                                                        | Lettering        | 1x on each side |
| D469101A3                                                                                           | Adhesive sealant | 0.08            |
| ASE33522600000                                                                                      | Application hose | Shop Supply     |

| Tool Number | Tool Description |
|-------------|------------------|
| 3438        | Hook             |

## Additional Information

All parts and service references provided in this TSB (**2071343**) are subject to change and/or removal.

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