

Technical Service Bulletin

Topic	27 Service info: A5/Q5 - Charging system: fault! AC charging not possible - U01E400 / U011100 / C1249F5 in 0019
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2078875/2
Level	EH
Status	Released for publishing
Release date	Oct 15, 2025

Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
0019 - Data Bus OBD Interface	U01E400: Lost Communication with Smart Charging Interface Device "A"		static
0019 - Data Bus OBD Interface	U011100: Lost Communication With Battery Energy Control Module "A"		static
0019 - Data Bus OBD Interface	C1249F5: Function limitation due to Charge management safety functions		Intermittent
0019 - Data Bus OBD Interface	U01E400: Lost Communication with Smart Charging Interface Device "A"		Intermittent
0019 - Data Bus OBD Interface	C1249F5: Function limitation due to Charge management safety functions		static
0019 - Data Bus OBD Interface	U011100: Lost Communication With Battery Energy Control Module "A"		Intermittent

New customer code

Object of complaint	Complaint type	Position
power, vehicle electrical system, data transfer -> battery management -> charging high-voltage battery	functionality -> operation sequence incorrect	
power, vehicle electrical system, data transfer -> battery management -> charging high-voltage battery	functionality -> faulty	

New workshop code

Object of complaint	Complaint type	Position
power, vehicle electrical system, data transfer -> battery management -> charging high-voltage battery	functionality -> misfire	

Vehicle data

A5/Q5

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
FU*	2025	A		*	*	*
GU*	2025	A		*	*	*

PR numbers

PR numbers
?:with OK0
?:or ?:with OK4

Documents

Document name
master.xml

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added DTCs, Customer code, and PR number filters) Revised <i>Condition</i> (Added DTCs)
1	08/01/2025	Initial publication

Customer states:

The message "Charging system: fault. AC charging not possible. Please contact workshop" is shown in the instrument cluster, although the vehicle has a combustion engine.



Figure 1. A message appears in the instrument cluster.

Workshop findings:

The complaint can sometimes be reproduced.

The following entries (static) are logged in diagnostic address 0019:

- **U01E400:** "Lost Communication with Smart Charging Interface Device 'A'" with symptom number 66099
- **U011100:** "Lost Communication with Battery Energy Control Module" with symptom number 66103
- **C1249F5:** "Function limitation due to Charge management safety functions" with symptom number 66121

Technical Background

Not applicable.

Production Solution

Not applicable.

Service

This is a software-related issue during the vehicle start-up phase which may cause the message described above to be displayed in the instrument cluster in rare cases. It has no effect on the normal operation of the vehicle and the sporadic warning message usually doesn't appear after completely switching the ignition off and on again.

The appearance of the message in the instrument cluster has no influence on the normal operating behavior of the vehicle.

There is no reason to attempt any further repairs.

Warranty

There is no reason to replace parts or attempt repairs. 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 (**2078875**) 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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