Technical Service Bulletin Transaction No.: **2077962/7**

93 A6/Q6 e-tron: charging cable is shown as being connected; U01E400 Release date: Oct 21, 2026

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment			
			00A5 - Front sensor for driver assistance systems			
			Software part number	**Software version**	**Hardware part number**	**Hardware version**
A6 Sportback e-tron, S6 Sportback e-tron, Q6 e-tron, Q6 Sportback e-tron, SQ6 e-tron, and SQ6 Sportback e-tron	2025	All	*	0295	*	*
			*	0250	*	*

REVISION HISTORY		
Revision	**Date**	**Purpose**
7	-	Revised *Service* (Updated instructions) Revised *Warranty* (Added claiming instructions)
6	04/09/2026	Revised *Condition* (Added Fault code)
5	02/12/2026	Revised *Warranty* (Added claiming instructions)

Customer states:

Message in instrument cluster: “Charging connector still attached. Vehicle cannot be driven” although connector is not plugged in.

Workshop findings:

The following DTC is logged in *Data Bus On Board Diagnostic Interface* -J533-, (address word 0019):

- **U01E400**: “Control unit for charging communication, no communication" is stored as active/static

OR

- **U01E500**: “Lost Communication with Smart Charging Interface device” is stored as active/static

One of the two following diagnostic addresses **cannot be accessed**:

- 813C (control unit for charging communication 1)

OR

- 813D (control unit 2 for charging communication 1)

i.e. they are not in the diagnostic log.

Technical Background

Hardware issue in control unit for activation of charging flap and charging socket.

Production Solution

Not applicable.

Service

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 the criteria (model/type, chassis number, engine/motor and 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, we may reject the warranty claim and charge back the cost of the parts.

Proceed as follows to restore the drive system of the vehicle:

1. Switch off the ignition
2. Remove fuse F39 (activation of charging flap and charging socket no.1) or F43 (activation of charging flap and charging socket no.2) for at least 10 seconds. The fuse is in the luggage compartment (see Figures 1 and 2).
3. Reinsert the fuse in its position.



Figure 1: *Fuse carrier installation location: luggage compartment on left, open cover.*

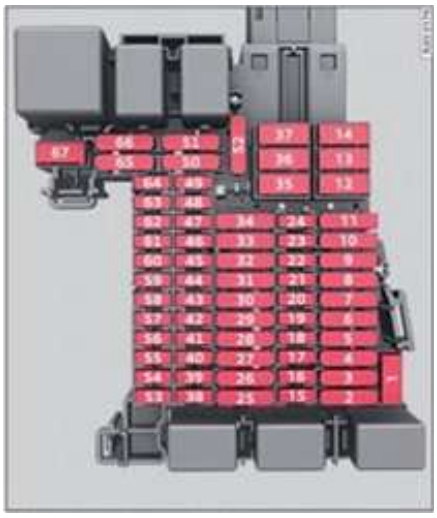


Figure 2: *Fuse carrier.*

Please proceed as follows to resolve the complaint:

Check the DTC memory again after removing and re-installing the fuse:

1. If the control unit 813C or 813D can now be accessed check whether TSB 2081477 is visible for this vehicle. If this TSB is visible, you must perform it before ordering the replacement part. Continue as follows only after performing the update. Replace the control unit with which there was an issue at the start (i.e. could not be accessed).

   NOTE: this complaint is solved in VR target state 03.11.00/C Please check the column VR target state 03.11.00/C in the central service information 2081477. Please note that the KD package may have been superseded by a subsequent combined software update. All information about the current schedule and availability of the measure can be found in central service information 2079690. Please also note any change in the warranty accounting instructions.

2. If control unit 813C or 813D still cannot be accessed, replace it directly.

Warranty

The TSB number must always be noted in the “HST number” field in SAGA/2 for ease of processing.

If you are billing according to the warranty guidelines, please note the following accounting instructions:

<table>
<tr><td>Claim Type:</td><td colspan="4">• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</td></tr>
<tr><td>Service Number:</td><td colspan="4">9353</td></tr>
<tr><td>Damage Code:</td><td colspan="4">0040</td></tr>
<tr><td rowspan="10">Labor Operations:</td><td colspan="4">If necessary, restore the vehicle’s drive system (remove fuse):</td></tr>
<tr><td>Remove and install luggage compartment side trim (rear)</td><td>7003 1910</td><td colspan="2">See SRT with associated operations</td></tr>
<tr><td>Repair HV charge manager (remove fuse)</td><td>9351 4199</td><td colspan="2">5 TU</td></tr>
<tr><td colspan="4">Replace control unit for activation of charging flap and charging socket:</td></tr>
<tr><td>Replace high-voltage charge manager</td><td>9351 5599</td><td colspan="2">40 TU</td></tr>
<tr><td>GFF</td><td>0150 0060</td><td colspan="2">Labor according to the diagnostic log</td></tr>
<tr><td>Charge battery</td><td>2706 8950</td><td colspan="2">See SRT with associated operations</td></tr>
<tr><td colspan="4">If the combined update is performed</td></tr>
<tr><td>Please refer to central service information 2081477</td><td colspan="2">Work for a combined software update</td><td>Please refer to central service information 2081477</td></tr>
<tr><td>Claim Comment:</td><td colspan="4">As per TSB 2077962/7</td></tr>
</table>

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.

Please note the information on predecessors and items that are included and excluded in the repair operations.

When performing the combined software update, time stamps are not required for billing under warranty. You are therefore permitted to work on other vehicles at the same time. The combined software update can also be

performed by non-productive personnel.

Required Parts and Tools

Control unit for activation of charging flap and charging socket: Part number 95C907594*, depending on PR number.

Additional Information

All part and service references provided in this TSB (**2077962**) 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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