

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
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	Not applicable

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Service</i> (Updated instructions) Revised <i>Warranty</i> (Added claiming instructions)
3	09/23/2025	Revised header (Added Model) Revised title (Added Model)
2	07/31/2025	Revised <i>Service</i> (Add additional information)

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

Please observe whether one or two charging sockets are installed in the vehicle.

PR number: JS1

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

- 813C (control unit for charging communication 1) or

OR

- 813D (control unit 2 for charging communication 1), i.e. they are not in the diagnostic log.

PR number: JS0

813C (control unit for charging communication 1) is not accessible, i.e. not in the 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:

Switch off the ignition

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 located in the luggage compartment (see following images).



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

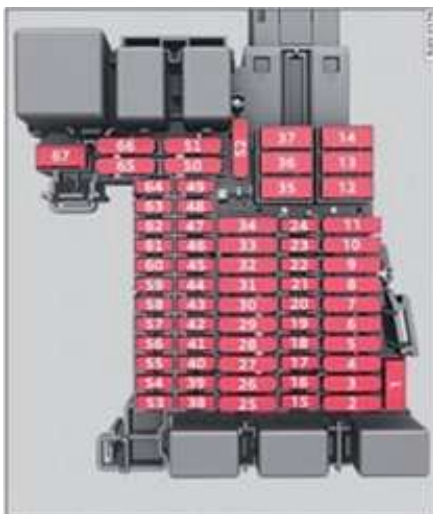


Figure 2: Fuse carrier.

Reinsert the fuse in its position.

Please proceed as follows to resolve the complaint:

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

If the control unit 813C or 813D can now be accessed check whether TSB 2079690, *00 Combined software update 03.10.00/C (28.13.01) KD2* 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).

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

Warranty

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9353		
Damage Code:	0040		
Labor Operations:	If necessary, restore the vehicle's drive system (remove fuse):		
	Remove and install luggage compartment side trim (rear)	7003 1910	See SRT with associated operations
	Repair HV charge manager (remove fuse)	9351 4199	5 TU
	Replace control unit for activation of charging flap and charging socket:		
	Replace high-voltage charge manager	9351 5599	40 TU
	GFF	0150 0060	Labor according to the diagnostic log
	Charge battery	2706 8950	See SRT with associated operations
	If the combined update is performed		
	Software update, including connecting battery charger	0151 0010	See SRT with associated operations
	Fixed rate for software update, including all required preliminary and follow-up working (including bus sleep cycle, calibration drive, additional work and restarting software update if flashing is aborted)	0151 0040	130 TU
Claim Comment:	As per TSB 2077962/4		

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.

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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