



# Technical Service Bulletin

## 93 Q4 e-tron cannot be charged - connector does not lock/unlock - charge connector lock, blocked P1CF400 in DA 00C6

93 24 74 2074617/1 July 19, 2024.

| Model(s)                              | Year        | VIN Range | Vehicle-Specific Equipment |
|---------------------------------------|-------------|-----------|----------------------------|
| Q4 e-tron, and<br>Q4 Sportback e-tron | 2022 – 2025 | All       | Not Applicable             |

## Condition

### Customer states:

Vehicle cannot be charged.

Charging cycle does not start.

Charging cable is not locked/unlocked by locking pin.

### Workshop findings:

One or more of the customer statements specified above can be reproduced.

The following DTC and symptom code are logged in *the high-voltage charging unit* -J1050-, (address word 00C6):

**P1CF400** “Charge socket A, charge connector lock, blocked”, symptom: **14750979**.

It is noticeable that the frequency counter of the logged event memory entries is relatively high.

## Technical Background

During both AC and DC charging, in rare cases the locking pin on the charging socket may not be able to enter its recess in the charging connector despite multiple attempts.

### Reasons for this could be:

Particularly heavy DC charging cables which pull the connector down too far due to their weight.

Tension on the charging cable (e.g. in an unfavorable parking position).

Worn charging connector (e.g. at frequently used motorway service stations).

Charging connector not plugged in correctly (not inserted far enough in charging socket).

## Production Solution

Not applicable.



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## Service

Please inform the customer that lifting the charging connector slightly immediately after plugging it in until it is locked causes the pin to enter the charging connector without any problems.

This will prevent the connector from dropping (see example image from Q5 PHEV).

**Note:** In quiet surroundings, it is possible to hear the pin locking in the charging socket.

Charging connector lock OK if connector is lifted during locking procedure.



Charging connector lock not OK if pushed downwards during locking procedure.

(Example image from a Q5 PHEV)

## Warranty

This TSB is informational only and not applicable to any Audi Warranty.

## Additional Information



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All part and service references provided in this TSB (**2074617**) 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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