

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
Q6 e-tron, and SQ6 e-tron	2025	All	Not applicable

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Condition</i> (Index parts information removed)
1	05/13/2025	Initial publication

Customer states:

The charging flap does not open/close and moves back and forth at one position. An example video of the concern can be found in the attachments of this bulletin.

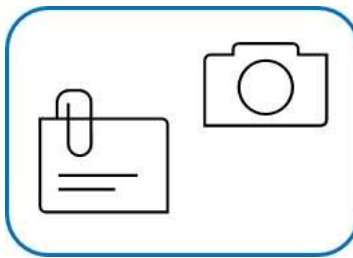


Figure 1. Video attachment tab in ElsaPro.

Figure 2. Attachments window slide in Elsa2Go.

Workshop findings:

The charging flap does not open/close and moves back and forth at one position.



Documentation required

Technical Background

The Q6 e-tron uses electrical charging flaps. The gear wheels in the charging flap drive motor may be damaged through misuse or improper application of force to an open charging flap. This is generally caused by manual intervention while the flap is opening or closing.

The charging flap gearing then gets stuck where the gear wheels are broken during subsequent opening and closing attempts. The charging flap then moves back and forth in this position. A reference video is attached.

Production Solution

Not applicable.

Service

Replace the charging flap module according to the Workshop Manual.

Please inform the customer about how to use the charging flap correctly.

The alternative opening and closing options are also shown in TSB 2076776: *“93 Q6 e-tron Charging flap cannot be opened from outside” on the Q6 e-tron charging flap.*

When billing, please always attach a video which clearly shows the complaint to DOC-It. To ensure a reference to the vehicle, the video must include the Vehicle Identification Number (VIN) and the date. Please ensure that the photo documentation does not show any people and/or faces, license plates, or customer data.

Warranty

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	5537		
Damage Code:	0015		
Labor Operations:	Replace charging flap unit (assembly part)	5537 5599	40 TU
	Replace 2 charging flap units (assembly parts)	5537 5699	60 TU
Claim Comment:	As per TSB 2077931/2		

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.

Please note the information on predecessors and items that are included and excluded in the repair operations as well as any associated tasks.

Required Parts and Tools

Part Number	Part Description	Quantity
85H810001X	Charging flap (left-side)	1
85H810002X	Charging flap (right-side)	1

Additional Information

All parts and service references provided in this TSB (**2077931**) are subject to change and/or removal.

©2026 Audi of America, LLC / Audi Canada Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, LLC / Audi Canada Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.