



Connection offline

Technical Service Bulletin

Transaction No.: **2076776/3**

93 Q6 e-tron Charging flap cannot be opened from outside

Release date: Jun 1, 2026

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
Q6 e-tron, and SQ6 e-tron	2025	000001 – 042794	Not applicable

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Condition</i> (Added model table) Revised <i>Required Parts and Tools</i> (Updated part numbers)
2	08/26/2025	Revised <i>Technical Background</i> (Add additional background information)
1	02/05/2025	Initial publication

Customer states:

The charging flap cannot be opened from the outside. The charging flap is recessed in the body.

Workshop findings:

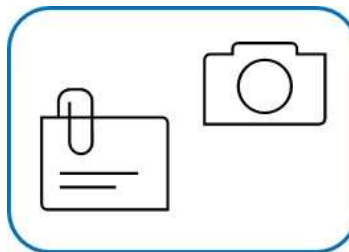
The charging flap cannot be opened from the outside. The charging flap is recessed in the body.

You can review an example video clip of the correct operation of the charging flap in the videos attached to this bulletin.



Figure 1. Video attachment tab in ElsaPro.

Figure 2. Attachments window slide in Elsa2Go



Documentation required.

Technical Background

In rare cases, tension in the charging flap module 85H.810.001.A or 85H.810.002.A can lead to plastic deformation of the charging flap. This causes the charging flap to become recessed in the vehicle body and results in the button in the charging flap module being activated permanently. As a result, it is no longer possible to open the charging flap from the outside. It is still possible to open it from inside the vehicle via the MMI/display (charging menu or goodbye screen) (Figure 3).

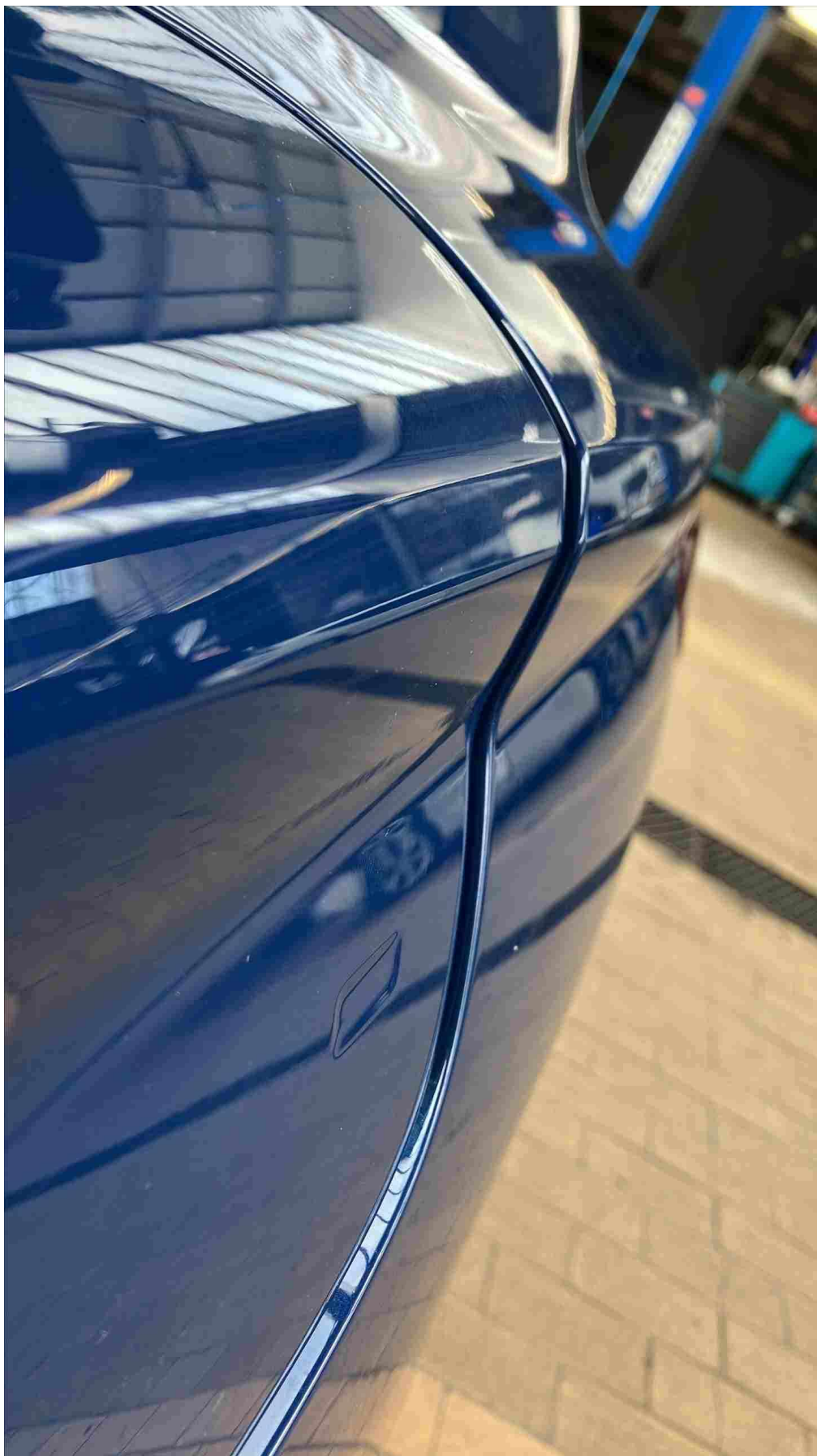


Figure 3. *The charging flap is recessed in the body, resulting in permanent activation of the button.*

For technical reasons, the charging flap module may be recessed; this is NOT an indication that the charging flap module is defective. The complaint described here must be confirmed by testing whether the charging flap functions.

After 2 minutes, the control units, and therefore the charging flaps, enter sleep mode which is interrupted when the key is operated, or the driver's door is opened. Only after this is it permitted to test whether the charging flap functions to determine whether the described complaint applies.

Furthermore, if the button is permanently activated on one side of the vehicle, it is still possible to open the charging flap on the other side. However, it is not possible to start the charging process on this side because the vehicle always interprets the signal from the permanently activated button on the other side as cancellation of the charging process.

The alternative opening and closing options are also shown in the Audi SoST film on the Q6 charging flap.

Photo above shows the charging flap recessed into the body, resulting in permanent activation of the button.

Production Solution

Charging flap modules that are not under tension introduced in series production in week CW36/2024.

Service

Replace the deformed charging flap module (left side, or right side) according to the *Workshop Manual*.

Video documentation: When billing, please always attach a video which clearly shows the complaint to DOC-It. Before opening the charging flap, you must document either the key being operated, or the driver's door being opened as part of the video, as well as the recessed position of the affected charging flap. See also the attached reference video. To ensure a reference to the vehicle, the video must include the Vehicle Identification Number (VIN) and the date. The video must not be edited. The video should be in focus and taken in sufficient light. A high resolution is not necessary. If appropriate, please mark the location of the problem so that parts analysis have a clear reference to the complaint. Please ensure that the video documentation does not show any people and/or faces, license plate numbers, 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:	0010		
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 2076776/3		

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

Genuine part number	Designation	Quantity
85H810001X	Charging flap (left-side)	1

85H810002X	Charging flap (right-side)	1
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Additional Information

All part and service references provided in this TSB (**2076776**) 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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