



Connection offline

Technical Service Bulletin

Transaction No.: **2082368/1**

93 e-tron - vehicle cannot be charged at specific charging stations

Release date: Jun 11, 2026

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment	
e-tron	2019	All	00C6 – High-voltage battery charger	
			Part number	Software version
			5QE.915.684.J*	0023
			5QE.915.684.DD	0032
e-tron Sportback	2020		*5QE*.915.684.L*	0031
			5QE.915.684.J*	0020
			5QE.915.684.K*	0022

Customer states:

Vehicle cannot be charged at specific charging stations.

In the past, it was possible to charge at these charging stations.

Workshop findings

No relevant event memory entries indicating an issue with the charging unit for high-voltage battery are logged in diagnostic address 00C6 - charging unit for high-voltage battery.

The part number of the charging unit for high-voltage battery is either **5QE915684K** or **5QE915684J** or **5QE915684L** or **QE915684DD**.

The software version of the charging unit for high-voltage battery is either **0020**, **0023**, **0031** or **0032**.

Technical Background

Software issue in charging unit for high-voltage battery. Charging cannot be started at specific charging stations provided by ABB and Kostad (depending on software version of charging station).

Production Solution

MY 2021.

Service

This TSB replaces Pending Service Solution (PSS) TSB 2077773, 93 PSS e-tron - Vehicle cannot be charged at specific charging stations.

Do not replace any parts and proceed as described below.

A software solution is now available for the topic described.

For vehicles with software version 0020, 0022, 0023 in diagnostic address 00C6:

- SVM code C6A006

For vehicles with software version 0031, 0032 in diagnostic address 00C6:

- SVM code C6A021

Warranty

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9352		
Damage Code:	0039		
Labor Operations:	Software update	0151 0010	See SRT with associated operations
	Software update	0151 0060	Labor according to the diagnostic log
Claim Comment:	As per TSB 2082368/1		

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.

Additional Information

All part and service references provided in this TSB (**2082368**) 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.

©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.