

Technical Service Bulletin

Transaction No.: **2078875/3**

27 Service info: A5/Q5/A6 - Charging system: fault! AC charging not possible -
U01E400 / U011100 / C1249F5 in 0019

Release date: Aug 4, 2026

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A5, S5, Q5, Q5 Sportback, SQ5, and SQ5 Sportback	2025	All	PR code : 0K0 Or 0K4
A6	2026		

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added FN – A6) Revised service (Added combined software update TSB) Revised <i>Warranty</i> (added billing information) Revised <i>Additional information</i> (Added details for customers)
2	10/15/2025	Revised header (Added DTCs, Customer code, and PR number filters) Revised <i>Condition</i> (Added DTCs)
1	08/01/2025	Initial publication

Customer states:

The message "Charging system: fault. AC charging not possible. Please contact workshop" is shown in the instrument cluster, although the vehicle has a combustion engine.



Figure 1. A message appears in the instrument cluster.

Workshop findings:

The complaint can sometimes be reproduced.

The following entries (static) are logged in diagnostic address 0019:

- **U01E400:** Lost Communication with Smart Charging Interface Device 'A'" with symptom number 66099
- **U011100:** Lost Communication with Battery Energy Control Module" with symptom number 66103
- **C1249F5:** Function limitation due to Charge management safety functions" with symptom number 66121

Technical Background

Not applicable.

Production Solution

Not applicable.

Service

Note before workshop visit:

This is a software-related issue during the vehicle start-up phase which may cause the message described above to be displayed in the instrument cluster in rare cases. It has no effect on the normal operation of the vehicle, and the sporadic warning message usually does not appear after completely switching the ignition off and on again.



Note: The service technician should check that a combined software update TSB is available.



NOTICE

The combined software update is now available for some of the affected vehicles. Before asking the customer to bring the vehicle into the workshop for repairs, please check whether a combined software update TSB is already shown for this vehicle in ElsaPro. You can also find this information in the central service info TSB 2081477, *00 Service info: central overview of combined software updates for cluster 3, PPE/PPC*. If the combined software update TSB is not displayed, the combined software update is still being prepared, and a measure is not yet available for this vehicle. The planned release schedule can also be found in the central service info TSB 2081477.

Step 1: Applies to all markets with DISS:

Check whether the repair operations from the combined software update TSB have been adopted in DISS. If not, attach the PDF file with the repair operations from the combined software update TSB for this vehicle to the associated DISS report.

Step 2: Combined software update

The combined software update is now available for some of the affected vehicles.

This complaint is solved in **VR target state 03.11.00/C**. Please check the column **VR target state 03.11.00/C** in the central service info **TSB 2081477**, *00 Service info: central overview of combined software updates for cluster 3, PPE/PPC*.

Here you can find information on whether the measure is already available via a combined software update TSB or whether the measure will be made available later.

Please run the combined software update if available. Proceed according to the combined software update TSB which is specified for the vehicle in the central service info **TSB 2081477**.

Warranty

Billing combined software update:

Service number: **9352**

Damage code: **KD2S**

Repair operations: **Refer to the combined software update**

Additional Information

The appearance of the message in the instrument cluster has no influence on the normal operating behavior of the vehicle.

The software must be updated on a control unit in this vehicle, or the software must be updated on several control units in this vehicle to ensure they function correctly in conjunction with the other control units in the vehicle. Please inform the customer about the software update in question and ask whether they or other third parties have modified the software (e.g. tuning or retrofitting involving modifications to the vehicle's software). Please inform the customer that this software update may neutralize previous modifications to the vehicle's software performed either by the customer or other third parties.

If the customer declines the software update, please inform them that this could lead to issues or restrictions with the use of the vehicle or individual components.

Make a note to this effect on the order before it is signed by the customer. Include this information in the customer file.

It is also possible to reset individual user settings for the assist systems to the default settings. These settings can be adjusted individually by the vehicle users themselves after the software update.

All part and service references provided in this TSB (**2078875**) 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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