

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A6 Sportback e-tron, and S6 Sportback e-tron	2025	All	Not applicable

REVISION HISTORY

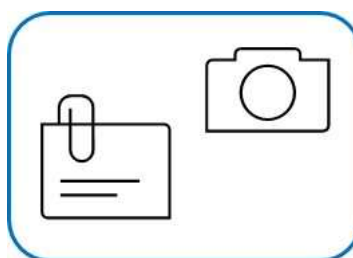
Revision	Date	Purpose
2	-	Revised header (Corrected vehicle description) Revised <i>Parts information</i>
1	08/22/2025	Initial publication

Customer states:

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

Workshop findings:

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



Documentation required

Technical Background

The A6 e-tron uses electrical charging flaps, just like the Q6 e-tron. 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 featuring a Q6 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, which are identical in the A6 e-tron, are also shown in the Audi SoST film on the Q6 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 chassis number and the date. Please ensure that the photo documentation does not show any persons and/or faces, vehicle registration number (number 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 2079017/2		

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
A6 e-tron Avant		
85A810001	Charging flap (left-side)	1
85A810002	Charging flap (right-side)	1
Audi A6 e-tron Sportback		
85F810001	Charging flap (left-side)	1
85F810002	Charging flap (right-side)	1

Additional Information

All part and service references provided in this TSB (**2079017**) 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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