



Technical Service Bulletin

91 Wireless charging does not work

91 19 34 2053536/1 February 5, 2019.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5, A6, A7, A8, and Q8	2019 - 2020	All	With wireless charging

Condition

Customer states:

- The mobile device cannot be wirelessly charged.
- The mobile device is Qi-capable or the customer uses a cradle that allows wireless charging. Check the database for mobile devices on <http://www.audiusa.com/bluetooth>.

Technical Background

The wireless charging is turned off in the MMI.

Production Solution

Not applicable.



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Service

1. Check whether wireless charging works in a comparable vehicle.
2. Make sure that wireless charging is turned on in the MMI. Switch on the ignition and in the MMI select *Home >> Settings >> General >> Mobile device reminder signal >> Wireless charging*. Make sure the slide control is set to on (Figure 1-2).



Figure 1. Mobile device reminder signal.



Figure 2. Mobile device reminder signal menu.

If the wireless charging still does not work, perform the following steps:

1. Place the phone on the phone box, then press and hold the volume button of the MMI for more than 10 seconds to reset the MMI. Check whether the phone is now being charged.
2. If the concern continues to persist, perform the Guided Fault Finding.



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Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9188		
Damage Code:	0012		
Labor Operations:	Check phone console	9188 0199	20 TU
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2053536/1		

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.

Additional Information

All part and service references provided in this TSB (2053536) 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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