



Technical Service Bulletin

55 Status of the charging port door(s) is displayed incorrectly

55 21 63 2064953/1 October 26, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi e-tron GT, Audi RS e-tron GT	2022	All	Not Applicable

Condition

Customer states:

- The status (open/closed) of the charging port door(s) is displayed incorrectly in the driver information system (DIS).

Workshop findings:

- The status of one or both charging port doors is not detected correctly. The charging port door actuator(s) is defective.

Technical Background

Oxidation and/or contamination of the charging port door actuator can lead to this concern.

The DIS in the Audi virtual cockpit displays the message that the charging port door needs to be closed (Figure 1).



Figure 1. DIS message incorrectly requesting to close the charging port door.



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Production Solution

Not applicable.

Service

Replace both charging port door actuators (left + right) according to the Elsa Repair Manual

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 the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	5544		
Damage Code:	0040		
Labor Operations:	2 Fuel door positioning motors remove + reinstall	5544 2099	60 TU
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2064953/1		

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.



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Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
9J1962625A	Actuator	02

Additional Information

All parts and service references provided in this TSB (2064953) are subject to change and/or removal.

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