



Technical Service Bulletin

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

55 21 64 2064953/2 October 31, 2021. Supersedes Technical Service Bulletin Group 55 number 21-63 dated October 26, 2021 for reasons listed below.

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

Condition

| REVISION HISTORY | | |
|------------------|------------|---|
| Revision | Date | Purpose |
| 2 | - | Revised header (Corrected Elsa display issue) |
| 1 | 10/26/2021 | Initial publication |

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).



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

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 |



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| | | | |
|-------------------------|--|--------------|--|
| 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 #2064953/2 | | |

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.

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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