

Technical Service Bulletin



27 Battery: Vehicle's 12V battery is drained, documentation requirements before replacement

27 23 52 2069747/2 April 13, 2023. Supersedes Technical Service Bulletin Group 27 number 23-48 dated March 23, 2023, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Vehicles	2019 - 2024	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised service (removed method 1)
1	03/23/2023	Initial publication

Customer states:

- The vehicle doesn't start due to a drained 12V battery (A).
- The ignition in the vehicle can't be turned on due to a drained 12V battery (A).

Workshop findings:

- Multiple low voltage DTCs are stored throughout the vehicle.
- The vehicle's 12V battery (A) tests as defective using the GRX-3000 tool.


Technical Background

In order to determine the root cause of the drained battery, additional information from the vehicle is required.

Production Solution

Not Applicable

Service

 NOTICE
Please make sure that the battery is not drained due to external influence: - Keeping the ignition on for a prolonged amount of time. - Parking the vehicle for a prolonged amount of time without a battery maintainer being attached (>90 days). – Non-OEM accessories being attached to the vehicle that may



use electrical power while the vehicle is parked. - Replacement of drained or damaged batteries due to external influence is not applicable to warranty and claims regarding such cases may be denied.

NOTICE

Please make sure that vehicle batteries are at an acceptable state of charge when the vehicle arrives at the service center. If a vehicle is parked for a prolonged amount of time (for example, waiting for parts), periodic (at least monthly) checks should be performed regarding the battery's state of charge. If the battery's state of charge is below 80%, the battery should be recharged immediately.

Any time a 12V battery (A) needs to be replaced, the following procedure must be performed before installing the new 12V battery (A):

Please connect a 12V battery charger.



In some cases, the battery may be too low to allow the battery charger to start up. In such cases, the charger can be started by "jumpstarting" it by connecting jumper cables from a good battery to the damaged battery for a moment while the charger is connected.

Please perform the following test plan in ODIS:

GFF -> 19 - Diagnostics interface for databus -> Guided Functions -> Reading history data, then select Option 1 (all).

Once the data is read please upload the GFF log to paperless.

Warranty

Please claim the GFF time required to perform this TSB on the claim requiring the battery replacement.

Additional Information

All parts and service references provided in this TSB (**2069747**) are subject to change and/or removal.

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