



Technical Service Bulletin

93 Unable to charge - connector does not lock/unlock - charge connector lock mech. malfunction P33E800/P33E900 in C6

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Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3 e-tron Sportback7	2016 – 2018	All	Not Applicable
e-tron quattro	2019 2021 – 2023		
Q5 e quattro	2020 – 2025		
e-tron Sportback quattro	2020 – 2023		
e-tron S quattro	2022 - 2023		
A8 e quattro	2020 – 2021		
A7 e quattro	2021 – 2022		
e-tron GT, and RS e-tron GT	2022 – 2025		
Q8 e-tron quattro, Q8 e-tron Sportback quattro, SQ8 e-tron quattro, and SQ8 e-tron Sportback quattro	2024		

Condition

Customer states:

- The vehicle cannot be charged.
- The charging cycle does not start.
- The charging cable is not locked/unlocked by locking pin.

Workshop findings:

- One or more of the customer statements specified above can be duplicated.



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One of the following DTCs and symptom code combinations are stored in the Control Module for high-voltage charging, -J1050- (address word 00C6):

- **P33E800:** Charge socket A, charge connector lock, mechanical malfunction.

On vehicle models with two charging sockets, the following event memory entry may also be logged, depending on which charging socket is used:

- **P33E900:** Charge socket B, charge connector lock, mechanical malfunction.

Commonly, the frequency counter of the logged DTC is relatively high.

Technical Background

During both AC and DC charging, in rare cases the locking pin on the charging socket may not be able to enter its recess in the charging connector despite multiple attempts.

Reasons for this could be:

- Particularly heavy DC charging cables which pull the connector down too far due to their weight.
- Tension on the charging cable (e.g. in an unfavorable parking position).
- Worn charging connector (e.g. at a frequently used charging station).
- Charging connector not plugged in correctly (not inserted far enough in charging socket).

Production Solution

Not applicable.

Service

Please inform the customer that lifting the charging connector slightly immediately after plugging it in until it is locked causes the pin to enter the charging connector without any problems.

This will prevent the connector from dropping (see example image from Q5 Hybrid).

Note: In quiet surroundings, it is possible to hear the pin locking in the charging socket.

Charging connector lock OK if connector is lifted during locking procedure



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Charging connector lock not OK if pushed downwards during locking procedure

(Example image from a Q5 Hybrid)

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All part and service references provided in this TSB (**2071328**) 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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