



Technical Service Bulletin

91 iPhone is entering thermal protection while charging in phone box

91 19 36 2053916/1 February 7, 2019.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2019 - 2021	All	With phone box

Condition

Customer states:

- A non-plus sized iPhone heats up while wirelessly charging on the phone box.
- A non-plus sized iPhone enters thermal protection mode while charging on the phone box and stops charging. The CarPlay screen may appear frozen during this time but the infotainment system is fully functional otherwise.

Workshop findings:

- No relevant DTCs are stored in the information electronics control module 1, J794 (address word 005F).

Technical Background

The charging pad is universally sized for multiple phone types.

If a small phone, like a non-plus sized iPhone is placed on the phone box, it can move off center while driving.

This causes the power transmission level to increase in order to retain a constant charge current to the phone which heats up the phone.

Production Solution

Not applicable.



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Service

1. A set of spacers can be attached to the phone box to prevent the phone from moving around while driving (Figure 1).

The spacers are available via Audi Accessories, part number: 8W0 051 431.



Figure 1. Phone box spacers.

Warranty

This TSB is informational only and not applicable to any 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
8W0051431	Service part for inductive charger casing	01

Additional Information

All parts and service references provided in this TSB (2053916) are subject to change and/or removal.

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