



Audi

AUDI DEALER COMMUNICATION

Advance Notice and FAQ – Safety Recall 93U6 / Compact/Portable Charging System Cable (220V/240V)

This notice is for: All Dealer Personnel

Date: December 19, 2023

Issue: If a 220V/240V wall plug becomes overburdened when the compact/portable charging system cable is being used to charge the high-voltage batteries in your vehicle, the home wiring can become overheated. If this happens, overheating of the home infrastructure can eventually cause permanent damage to the house socket and charging cable.

Precautions: The recall only affects the 220V/240V compact/portable charging cable.

As a precaution, **do not use the 220V/240V compact/portable charging cable at the 100% charge setting** until the recall remedy has been completed for the vehicle. Customers may continue to use this cable **only if it is set to the 50% charge setting**.

The compact/portable charging unit and 110V home charging cable are not affected by this recall, and customers can continue to use them. Customers may also continue to charge their vehicle using public charge stations.

As a reminder, the vehicle owner's manual contains important information about charging the vehicle. We encourage owners and anyone who drives the vehicle to review the owner's manual to become familiar with this important information.

- Repair:**
- REPAIR NOT YET AVAILABLE
 - Dealers and owners will be notified in writing once the remedy is available.
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2022	A7	613
USA	2020	2021	A8	165
USA	2022	2024	E-TRON GT	4,991
USA	2019	2024	E-TRON QUATTRO	33,273
USA	2020	2024	E-TRON SPORTBACK QUATTRO	9,018
USA	2022	2024	Q4 E-TRON SPORTBACK	3,028
USA	2022	2024	Q4 E-TRON SUV	10,618
USA	2020	2024	Q5	17,822

Ensure all dealer personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Audi Public Relations.

USA	2022	2024	RS E-TRON GT	1,579
CAN	2021	2022	A7	11
CAN	2021	2021	A8	6
CAN	2022	2024	E-TRON GT	435
CAN	2019	2024	E-TRON QUATTRO	2,676
CAN	2020	2024	E-TRON SPORTBACK QUATTRO	1,339
CAN	2022	2024	Q4 E-TRON SPORTBACK	358
CAN	2022	2024	Q4 E-TRON SUV	4,252
CAN	2020	2024	Q5	959
CAN	2022	2023	RS E-TRON GT	186

**Counts reflect overall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.*

FAQ: What vehicles are affected by 93U6?

All EV/PHEV vehicles previously reported sold with a 220V/240V adapter cable. See campaign dealer communication for full model list. Remember to check Campaigns/Actions screen in ELSA to verify that a VIN is included in this action. ELSA is the only valid campaign inquiry & verification source.

When will customers be notified?

An interim customer letter is planned for early January 2024 informing customers impacted by this recall.

Is the repair available?

No. At this time, the repair is not available. We expect the recall remedy to be available by mid-2024. Audi will send customers another letter once the recall remedy is available.

Can customers continue to use the 220V/240V adapter cable?

As a precaution, customers will be instructed **not to use the 220V/240V compact/portable charging cable at the 100% charge setting** until the recall remedy has been completed. Customers may continue to use this cable **only if it is set to the 50% charge setting**. Please see owner's manual for full information on the Compact Charging System and charging the vehicle.

How do customers change the setting to 50%?

The vehicle owner's manual contains important information about charging the vehicle. We encourage anyone who drives the vehicle to review the owner's manual to become familiar with this important information.

Is there support for customers waiting for the 93U6 repair similar to what is offered for 93U8?

No. Customers can continue to use the 220V/240V cable at the 50% charge setting or charge their vehicle using public charge stations. Customers also have the 110V charging option, as the compact/portable charging unit and 110V home charging cable are not affected by this recall.

We have a lease return/trade/dealer demo with 93U6. Can we remove the 220V/240V cable to sell the vehicle?

No. The repair remedy for 93U6 is not yet available. Dealers should not deliver any pre-owned vehicles in their inventory that are involved in a safety or compliance recall until the defect has been remedied.

Notes:

IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

-END OF MESSAGE-