

# Safety Recall

## Code: 93U8



**Subject** Compact/Portable Charging System Cable (220V/240V)

**Document History**

Date	Summary
12/19/2023	Original publication

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	A7	3
USA	2020	2021	A8	4
USA	2022	2024	E-TRON GT	737
USA	2019	2024	E-TRON QUATTRO	3,001
USA	2020	2024	E-TRON SPORTBACK QUATTRO	1,212
USA	2023	2024	Q4 E-TRON SPORTBACK	1,237
USA	2022	2024	Q4 E-TRON SUV	3,042
USA	2020	2024	Q5	2,367
USA	2022	2024	RS E-TRON GT	469
CAN	2020	2020	A8	1
CAN	2022	2024	E-TRON GT	77
CAN	2019	2024	E-TRON QUATTRO	504
CAN	2021	2024	E-TRON SPORTBACK QUATTRO	263
CAN	2022	2024	Q4 E-TRON SPORTBACK	246
CAN	2022	2024	Q4 E-TRON SUV	1,032
CAN	2020	2024	Q5	99
CAN	2022	2024	RS E-TRON GT	25

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.

- ✓ Campaign status must show "open."
- ✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.

**Problem Description**

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 the 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.

**Corrective Action**

Remove and destroy the 220V/240V compact/portable charging cable from the Compact/Portable Charging System.

**Precautions**

The recall only affects the 220V/240V compact/portable charging cable. The compact/portable charging unit and 110V home charging cable are not affected by this recall.

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.

**Code Visibility**

On or about December 19, 2023, the campaign code will be applied to affected vehicles.

**Additional Information**

**Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.**

**IMPORTANT REMINDER ON 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.**

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

## Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

<b>Service Number</b>	93U8		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	002		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark labor as causal		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
<b>Criteria I.D.</b>	ALL		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	9354 21 99	20	Remove 220V/240V power cable from portable charging system kit

## Repair Overview



- Remove and destroy power cable with power plug for industrial sockets (220V/240V) from the portable charging system.

### NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

## Repair Instruction

### Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

**EXAMPLE**

Campaign/Action	Start	Designation
→ 3	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

**EXAMPLE**

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

#### TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

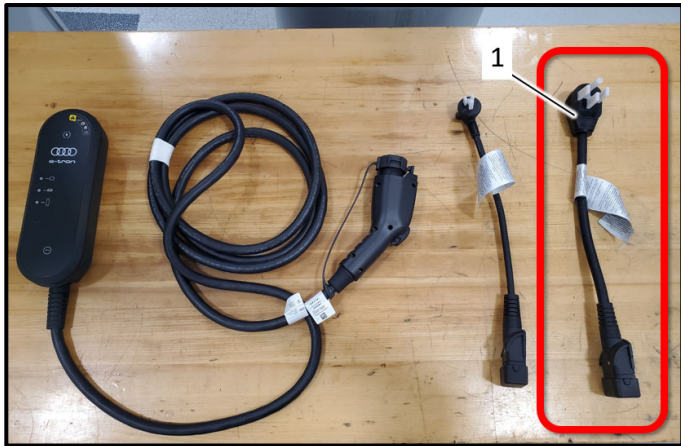
#### CRITICAL REPAIR STEP

 **STOP!** 

If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

## Section B – Repair Procedure



- Remove and destroy power cable with power plug for industrial sockets (220V/240V) <1> from the portable charging system.

**Proceed to Section C**

## Section C – Campaign Completion Stamp

I certify that this campaign  
has been performed in strict  
accordance with the applicable  
Audi repair procedure.

SAGA Code: \_\_\_\_\_  
Technician: \_\_\_\_\_  
Date: \_\_\_\_\_

Item#: AUD4927ENG

-OR-

Je certifie que cette  
campagne de rappel a été  
exécutée suivant les strictes  
directives de réparation  
d'Audi

Code de SAGA: \_\_\_\_\_  
Technicien: \_\_\_\_\_  
Date: \_\_\_\_\_

Item # AUD4927FRE

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.

**Proceed to Section D**

## Section D - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.