



## Frequently Asked Questions (FAQ)

ACTION SUMMARY					
<b>Campaign Code</b>	Safety Recall 93U8 / Compact/Portable Charging System Cable (220V/240V)				
<b>Action Status</b>	REPAIR AVAILABLE				
<b>Market(s)</b>	USA & Canada				
<b>Affected Vehicles</b>	<b>Country</b>	<b>Beginning Model Year</b>	<b>Ending Model Year</b>	<b>Vehicle</b>	<b>Vehicle Count</b>
	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	
<b>Problem Description</b>	<p>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, increasing the risk of fire.</p> <p>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.</p>				
<b>Corrective Action</b>	Remove and destroy the 220V/240V compact/portable charging cable from the Compact/Portable Charging System.				

### What vehicles are affected by 93U8?

93U8 applies to vehicles in dealer inventory. Check daily campaign open inventory report or OMD for affected vehicles in inventory. Remember to check Campaigns/Actions screen in ELSA to verify that a VIN qualifies for repair under this action. ELSA is the only valid campaign inquiry & verification source.

#### IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted in ELSA and the Service References tool in Elsa2Go. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.



**Is the repair available?**

Yes, prior to delivery to customer, remove and destroy the 220V/240V compact/portable charging cable from the Compact/Portable Charging System. See ELSA and the Service References tool in Elsa2Go for complete repair & claiming instructions.

**Will these customers be provided with a 220V/240V adapter later?**

A replacement 220V/240V cable is expected to be available at a future date. Further details will be provided as they become available.

**Is there interim support for customers who need a charging solution?**

For new EV vehicles sold prior to January 2, 2024, see the corresponding EV Charging Customer Support Offer (Program ID A23UCCSO). Always check New Car Vehicle Programs within [accessaudi.com](https://www.audi.com) for current offer details.

**Why does a vehicle have 93U8 showing open and 93U6 showing closed in ELSA?**

Originally, all vehicles were assigned the 93U6 code. Inventory vehicles were assigned 93U8 to remove the cable; therefore, the 93U6 was closed.

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