



Audi

AUDI DEALER COMMUNICATION

Repair Available – Safety Recall 93E8 / HV Battery Charging Socket

This notice is for:

- ✓ Dealer Principal
- ✓ General Manager
- ✓ Sales Managers

- ✓ Service Manager
- ✓ Parts Manager
- ✓ Service Advisor

- ✓ Warranty Administrator
- ✓ Technicians

Date: August 27, 2019

Affected Vehicles

Country	ModelYear	Vehicle	Vehicle Count
USA	2019	E-TRON QUATTRO	1,646
CAN	2019	E-TRON QUATTRO	232

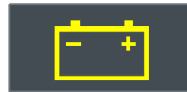
**Counts reflect overall recall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.*

Issue:

A potentially faulty seal may allow moisture to enter the high-voltage (HV) battery through the wiring between the HV battery charging socket and the high-voltage electronics. If this happens, the instrument cluster will display the message “Electrical system: fault.” and a warning will appear in the instrument panel. If moisture enters the high-voltage battery, there is a risk of a short circuit leading to a fire in the high-voltage system.

Precautions

Should either of the following warning lamps appear along with the message “**Electrical system: fault**”, **immediately stop, park the vehicle outdoors and do not charge it.**



Contact Audi Roadside Assistance at 800-411-9988 to make arrangements to have the vehicle towed to an authorized dealer for inspection/service without delay.

Dealers that receive customer vehicles where the message/lights have appeared should keep them in a secure, **outdoor** area until the recall repair has been performed. These vehicles must also be covered to protect the charging socket from moisture/rain.

Repair:

- REPAIR AVAILABLE – August 28, 2019 - A robustness package will be installed on the affected vehicles to seal the wiring harness for the charging socket.
- See ELSA/ServiceNet for complete repair & claiming instructions
- Check daily campaign open inventory report or OMD for affected vehicles in inventory
- Repair every affected inventory vehicle before delivery to consumers.
- Owner Mailing: September 2019

Ensure all dealership 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.

Parts Department:

Parts Control Type: VIN to Order	Please reference the Repair Projection Tool to view your potential VIN population. If parts are needed to support a vehicle repair: <ul style="list-style-type: none">• US Dealers - use AVA• CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order
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Initial Allocation: YES	Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, please reference the Repair Projection Tool to view your potential VIN population.
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Please coordinate with your service department to ensure that parts are available for all scheduled appointments.

**Dealer Actions –
Stop-Sale Required
Until Vehicles Are
Repaired**

Check your daily campaign open inventory report or OMD for affected vehicles in inventory affected by this recall and stop-sale. Keep ALL affected vehicles in a secure area where they cannot be made available for sale, lease, trade or demo use until the recall repair has been performed.

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-