



Audi

AUDI DEALER COMMUNICATION

Repair Available – Safety Recall 93U6 / Compact/Portable Charging System Cable (220V/240V)

This notice is for: All Dealer Personnel

Date: February 05, 2024

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, increasing the risk of a fire.

- Repair:**
- REPAIR AVAILABLE – February 06, 2024
 - If a customer advises they do not wish to use the 220/240V compact/portable charging cable any longer, or for any used vehicles in inventory, dealers will remove the charging cable from the vehicle and destroy it.
 - See ELSA and the Service References tool in Elsa2Go 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.

Precautions The compact/portable charging unit and 110V home charging cable are not affected by this recall. This recall only affects the 220V/240V compact/portable charging cable. Owners may notice that this cable may feel hot when touched (e.g. when being unplugged by the user after charging).

- The remedy being offered under this recall is the removal of the 220V/240V charging cable from the vehicle. As stated above, Audi will also provide owners with a FREE replacement 220V/240V cable under a future service campaign.
- As a precaution, **owners are advised not to use the 220V/240V compact/portable charging cable at the 100% charge setting.** Owners 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 owners may continue to use them. Owners may also continue to charge your 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.

Parts Department: No parts required. A replacement 220/240V charging cable is not presently available. Audi will also provide owners with a FREE replacement 220V/240V cable under a future service campaign. Owners will be notified via first-class mail when a new cable is available for their vehicle.

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.

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	33,288
USA	2020	2024	E-TRON SPORTBACK QUATTRO	9,020
USA	2022	2024	Q4 E-TRON SPORTBACK	3,028
USA	2022	2024	Q4 E-TRON SUV	10,618
USA	2020	2024	Q5	17,822
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.*

Notes:

- Schedule owner repairs immediately
- Owner mailing - **INTERIM** owner notification took place in January 2024. **INTERIM** owner letter examples are included in the campaign circular for your reference. A recall remedy available letter has not yet been mailed to owners. Audi plans to mail a recall remedy available letter via first-class mail to owners by mid-2024. Audi will also notify owners via first-class mail when a new cable is available for their vehicle (under a future service action campaign). This is expected by mid-2024 as well.
- Loaner/rental coverage – see campaign circular

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-

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.