

Safety Recall

Code: 93U6



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

Document History

Date	Summary
03/21/2024	Revised to include recall remedy available owner letters Updated claiming and work instructions
02/06/2024	Original publication

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

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, increasing the risk of a fire.

Corrective Action

Remove the 220V/240V compact/portable charging cable from the vehicle and destroy it. Audi will also provide owners with a FREE replacement 220V/240V cable and software under Service Action 93R3.

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. Audi is also providing owners with a FREE replacement 220V/240V cable and software under Service Action 93R3.
- 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 the 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.

Code Visibility On December 19, 2023, the campaign code was applied to affected vehicles.

Owner Notification Owner notification will take place in March 2024. Owner letter examples are included in this bulletin for your reference.

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.

Service Number	93U6		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	ALL		
	Remove 220V/240V power cable from portable charging system kit Or Confirm and document 220V/240V power cable from portable charging system kit is no longer present		
	LABOR		
	Labor Op	Time Units	Description
	9354 21 99	20	Power cable from portable charging system kit removed or not present

Customer Letter Example (USA)

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 23V842

**Subject: Safety Recall 93U6 & Service Action 93R3
Compact/Portable Charging System Cable (220V/240V)**

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2019-2024 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the 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.

What will we do?

To correct the safety defect, your authorized Audi dealer will remove the 220V/240V compact/portable charging cable from your vehicle. This will take just a few minutes to complete and will be performed for you free of charge.

At the same time, you will also receive a replacement, updated 220V/240V charging unit cable and a compact/portable charging system software update under Service Action 93R3. This work will take less than an hour to complete and will also be performed for you free of charge.

Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

What should you do?

Please contact your authorized Audi dealer without delay to schedule this recall and service action work. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule these services.

To ensure your dealer can perform the work described in this letter, you must bring your vehicle's complete compact/portable charging system kit with you to your repair appointment, including all charging cables that belong with it.

Safety Recall 93U6 does not have an expiration date; however please keep in mind that Service Action 93R3 will be available for you free of charge only until March 21, 2029. If you wish to have Service Action 93R3 performed after that date, your dealer's normal costs associated with the repair will apply. Please schedule an appointment for both of these actions without delay.

Precautions you should take:

Safety Recall 93U6 only affects the 220V/240V compact/portable charging cable. You may notice that this cable may feel hot when touched (e.g. when being unplugged by the user after charging).

- 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 your vehicle. You 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 you may continue to use them. You may also continue to charge your vehicle using public charge stations.

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

Additional Information

- If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt.
- If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or sold the vehicle, or if you should have any questions about this communication, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.
- If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.
- To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the Recall/Service Campaign Lookup tool at www.audiusa.com and enter your Vehicle Identification Number (VIN).
- If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

We apologize for any inconvenience this matter may cause; however, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

Customer Letter Example (Canada)

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Transport Canada Recall: 2023-659

**Subject: Safety Recall 93U6 & Service Action 93R3
Compact/Portable Charging System Cable (220V/240V)**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

What is the 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.

What will we do?

To correct the safety defect, your authorized Audi dealer will remove the 220V/240V compact/portable charging cable from your vehicle. This will take just a few minutes to complete and will be performed for you free of charge.

At the same time, you will also receive a replacement, updated 220V/240V charging unit cable and a compact/portable charging system software update under Service Action 93R3. This work will take less than an hour to complete and will also be performed for you free of charge.

Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

What should you do?

Please contact your authorized Audi dealer without delay to schedule this recall and service action work.

To ensure your dealer can perform the work described in this letter, you must bring your vehicle's complete compact/portable charging system kit with you to your repair appointment, including all charging cables that belong with it.

Safety Recall 93U6 does not have an expiration date; however please keep in mind that Service Action 93R3 will be available for you free of charge only until March 21, 2029. If you wish to have Service Action 93R3 performed after that date, your dealer's normal costs associated with the repair will apply. Please schedule an appointment for both of these actions without delay.

Precautions you should take:

Safety Recall 93U6 only affects the 220V/240V compact/portable charging cable. You may notice that this cable may feel hot when touched (e.g. when being unplugged by the user after charging).

- 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 your vehicle. You 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 you may continue to use them. You may also continue to charge your vehicle using public charge stations.

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

Additional information:



- If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt.
- If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or sold the vehicle, or if you should have any questions about this communication, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.
- If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.
- We apologize for any inconvenience this matter may cause; however, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,


Audi Customer Protection

Repair Instruction

Section A - Check for Previous Repair

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

EXAMPLE

Campaign/Action	Start	Designation
	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



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.**

NOTE

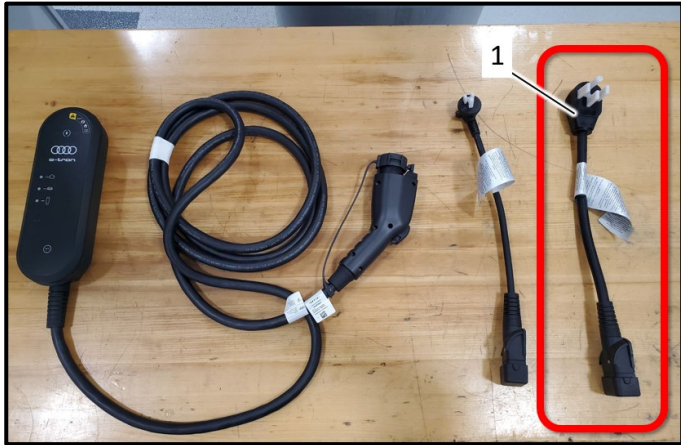
- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read 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.

Section B – Repair Procedure

! IMPORTANT

The 93U6 recall can only be satisfied if one of the following are met:

- The dealer removes and destroys the cable.
- The customer confirms they are not in possession of the cable.
- In the case of inventory/used vehicles, the dealer confirms the cable is not present in the vehicle.



! NOTE

A new 220V/240V charging cable and software will be provided under Service Action 93R3.

- Remove and destroy power cable with power plug for industrial sockets (220V/240V) <1> from the portable charging system.
- If the original cable is not with the vehicle, and the customer also states they no longer have possession of the original cable:
 - Have the customer sign the RO stating that they do not have possession of the cable.
- If the vehicle is in dealer inventory or a used vehicle (no customer associated with the vehicle), and the cable is not present:
 - Document on the RO that the vehicle was inspected, and no cable was present.

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.