

# Safety Recall

## Code: 93U6



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

**Document History**

Date	Summary
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**

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, remove the charging cable from the vehicle and destroy it. 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.

**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 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** **INTERIM** owner notification took place in January 2024. **INTERIM** owner letter examples are included in this bulletin 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.

**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>	93U6		
<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		
	Remove 220V/240V power cable from portable charging system kit		
	<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
	<b>OR</b>		
<b>Criteria I.D.</b>	ALL – applies only to <u>non-customer owned vehicles</u> (e.g., used, inventory, lease turn-in, trade-in, etc.)		
	220V/240V power cable from portable charging system kit is not present		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	9354 22 99	20	220V/240V power cable from portable charging system kit is not present

## INTERIM Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle:

<VIN>

<MODELYEAR> <BRAND> <MODEL>

NHTSA: 23V842

Audi Recall: 93U6

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

### INTERIM SAFETY RECALL NOTICE FOR YOUR VEHICLE

#### A recall repair is not yet available

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 that received a 220V/240V compact/portable charging cable. Our records show that you are the owner of a vehicle affected by this action.

#### About this recall:

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.

#### A recall repair is not yet available.

Right now, your dealer does not have information or parts available to perform the necessary recall work for your vehicle to address this issue.

Audi will send you another letter once the recall remedy is available. At that time, you will be able to schedule this work with your authorized Audi dealer. We expect the recall remedy to be available by mid-2024. The recall work will be performed for you free of charge.

#### What you can do

The recall 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.

Your safety and that of your passengers is our highest priority. We apologize for any inconvenience this letter may cause.

Sincerely,

Audi Customer Protection



Audi

Audi of America, Inc., 3800 Hamlin Road, Auburn Hills, MI 48326

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](http://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](http://www.audiusa.com) and enter your Vehicle Identification Number (VIN).

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 you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

## **INTERIM Customer Letter Example (Canada)**

<MONTH YEAR>  
<CUSTOMER NAME>  
<CUSTOMER ADDRESS>  
<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>  
<MODELYEAR> <BRAND> <MODEL>  
**Transport Canada Recall:** 2023-659  
**Audi Recall:** 93U6  
Compact/Portable Charging System Cable (220V/240V)

### **INTERIM SAFETY RECALL NOTICE FOR YOUR VEHICLE** **A recall repair is not yet available**

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.

**About this recall:** 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. Overheating could create a fire risk.

**A recall repair is not yet available.** Right now, your dealer does not have information or parts available to perform the necessary recall work for your vehicle to address this issue.

Audi will send you another letter once the recall remedy is available. At that time, you will be able to schedule this work with your authorized Audi dealer. We expect the recall remedy to be available by mid-2024. The recall work will be performed for you free of charge.

**What you can do** The recall 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.

Your safety and that of your passengers is our highest priority. We apologize for any inconvenience this letter may cause.

Sincerely,

Audi Customer Protection



Audi  
Audi Canada, P.O. Box 842, Stn. A, Windsor, ON N9A 6P2

*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](http://www.audi.ca).*

*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 you have changed your address or sold the vehicle identified in this letter, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.*

## 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



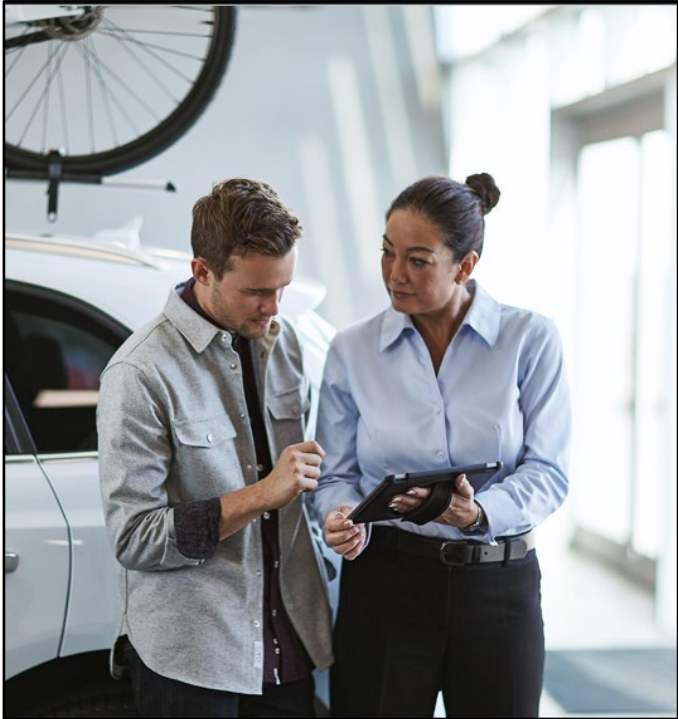
If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **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



### Service Consultant:

Review with customer:

- If customer chooses to surrender the 220/240V charging cable from the portable charging kit, ensure they are aware that a replacement cable will be available as part of a future service action.
- If customer chooses to not surrender the cable, review the INTERIM letter precautions with the customer.

When writing the RO, document the following:

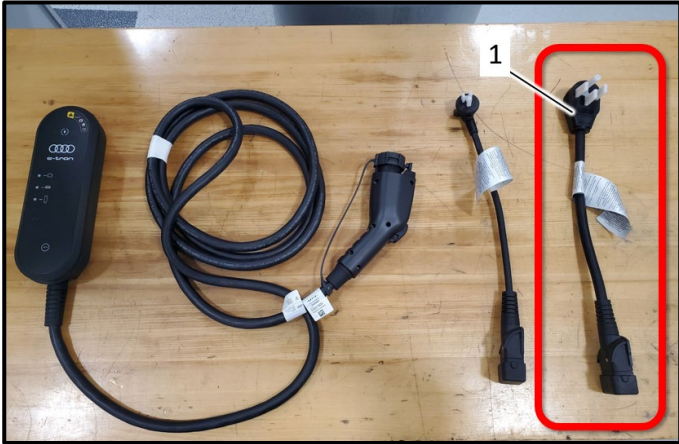
- Is the vehicle a customer owned vehicle or non-customer owned vehicle?
- Customer owned vehicles only:
  - Document that customer elected to surrender the 220/240V charging cable from the portable charging kit and is aware that a replacement will be available as part of a future service action.

OR

- Document if the customer did not elect to surrender the 220/240V charging cable.

#### **!** NOTE

These steps are being done to ensure cables are not removed from customer-owned vehicles without customer approval.



## **Technician:**

### **Customer owned vehicles only:**

- Review the repair order to confirm the customer chose to surrender the 220/240V charging cable <1> from the portable charging system kit.
- If customer chose to surrender the power cable, remove and destroy 220/240V charging cable.

### **Non-customer owned vehicles only:**

- Check if the 220/240V charging cable <1> is present in the vehicle.
- If cable is present, remove and destroy the cable.
- If cable is not present, record on the RO that the cable was not in the vehicle, so the claim can be entered correctly.

### **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.