

93U9 Claim Entry Instructions prior to July 3, 2024

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	93U9
Damage Code	0099
Parts Vendor Code	002
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Causal Indicator	Mark labor as causal if high voltage battery is OK Mark BATTERY* as causal if one or more cell modules require replacement
Vehicle Wash	Do not claim wash under this action
Vehicle Loaner	See special claiming instructions for rental/loaner claiming. <i>NOTE: A 2nd claim must be entered for rental/loaner claiming</i>

During the in-dealer monitoring period, before the final software remedy is available, inspections and repairs must be claimed correctly. Failure to do so will cause issues for future claims.

Overview of criteria:

01 – Claimed only on first in-dealer monitoring visit

02 – Claimed only when a vehicle returns after a 42-day waiting period for the following reasons:

- A prerequisite software update was required.
- There was not enough data available to determine if a cell module required replacement on the first visit
(NOTE: these VINs may not have 02 assigned to them on the first visit, but criteria 02 will be added before the 42-day return visit.)

03 – Claimed only when a vehicle returns for a four-month inspection

GE – Claimed only when the final remedy software update is completed (not yet available)

IMPORTANT: the final remedy software update is not available at this time. Criteria GE can only be claimed once the final remedy software update is available. DO NOT enter criteria GE during the monitoring period. Claiming GE will close the campaign.

When the final remedy becomes available, vehicles will be assigned only criteria GE

CLAIM ONLY ONE OF THE ABOVE CRITERIA PER VISIT

When a vehicle is known to need a cell module, the VIN will be assigned criteria associated with the module part number.

For every module known to be replaced, the VIN will be assigned criteria J1 through J5, and H1 through H5, which are associated with the module part number.

The J1 through J5, and H1 through H5 criteria also indicate how many of each module part number are known to need replacement.

Example:

J1 = one module with part number 4KE-915-591-J requires replacement

H1 = one module with part number 4KE-915-591-H requires replacement

If more than one module requires replacement, additional criteria associated with the part number will also be assigned.

Example:

J1 and J2 = two modules with part number 4KE-915-591-J require replacement

J1 and H2 – one module with part number 4KE-915-591-J requires replacement and one module with part number 4KE-915-591-H requires replacement

Vehicles may have multiple modules requiring replacement. A criteria will be assigned for each module needing replacement.

Example:

A vehicle needs five “J” index cell modules. The VIN will be assigned J1, J2, J3, J4 and J5.

In rare cases, a vehicle may be identified as needing a module replacement after the initial module replacement visit. In these cases, the VIN will be assigned criteria associated with the module part number.

For every module known to be replaced, the VIN will be assigned criteria J6 through J8, and H6 through H8, which are associated with the module part number.

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The J6 through J8, and H6 through H8 criteria indicate how many of each module part number are known to need replacement.

Example:

J6 = one module with part number 4KE-915-591-J requires replacement

H6 and H7 = two modules with part number 4KE-915-591-H require replacement

LABOR CLAIMING INSTRUCTIONS

Enter only 01 or 02 or 03 on the claim according to which visit the vehicle is in for.

Vehicles may also have J* / H* criteria assigned. These will also all have to be entered on the claim when applicable.

If a battery evaluation results in cell module replacement, vehicles without pre-identified modules will not have J* or H* criteria added for visibility in ELSA.

Criteria I.D.	01 - Enter this criteria when the vehicle comes in for the first inspection. If a module also requires replacement, the repairs are also billed under criteria 01.		
	Perform test plan to check for cell modules that require replacement. Apply labels to MMI display and charging port(s).		
	Labor Op	Time Units	Description
	9303 06 99	60	Check high voltage battery

Criteria I.D.	02 - Enter this criteria only when the vehicle returns after a 42-day waiting period. If a module also requires replacement, the repairs are also billed under criteria 02.		
	Perform test plan to check for cell modules that require replacement.		
	Labor Op	Time Units	Description
	9303 01 99	50	Check high voltage battery

Criteria I.D.	03 - Enter this criteria only when the vehicle returns after a four month waiting period. If a module also requires replacement, the repairs are also billed under criteria 03.		
	Perform test plan to check for cell modules that require replacement.		
	Labor Op	Time Units	Description
	9303 02 99	50	Check high voltage battery

Criteria I.D.	GE – CANNOT BE CLAIMED
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AND (if necessary)	If module(s) require replacement, claim <u>all applicable</u> J* / H* criteria along with 01 or 02 or 03 DO NOT claim criteria GE	
	ADD as needed if cell module(s) require replacement	
	Labor Op	Time Units
	Description	
2706 89 50	See ELSA	Connected battery charger
0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions
9301 19 50	See ELSA	Battery module remove+reinstall (level 1)
9301 19 51	See ELSA	Battery module remove+reinstall (level 1 – each <u>additional</u> module)
9301 19 52	See ELSA	Battery module remove+reinstall (level 2)
9301 19 53	See ELSA	Battery module remove+reinstall (level 2 – each <u>additional</u> module)
9301 89 50	See ELSA	Battery module charge
9301 89 52	See ELSA	3 Battery module charge (if necessary)
<i>NOTE: LO 9301 89 52 is only claimed if adjacent cell modules controlled by the same battery module control module also required charging/discharging</i>		
9302 03 50	See ELSA	Battery housing measure (potential equalization)
9302 19 50	See ELSA	Battery housing remove+reinstall (cover – level 2) (Only if level 1 does not need to be opened)
9302 19 51	See ELSA	Battery housing remove+reinstall (cover – level 2) (e-tron S ONLY) (Only if level 1 does not need to be opened)
9302 19 60	See ELSA	Battery housing remove+reinstall (cover – level 1)
9302 19 62	See ELSA	Battery housing remove+reinstall (cover – level 1) (e-tron S ONLY)
9303 01 52	See ELSA	High voltage battery check (classification)
9303 01 50	See ELSA	High voltage battery check (leak test – level 1 ONLY) (Only if level 1 needs to be opened)
9303 01 54	See ELSA	High voltage battery check (leak test – level 1 and level 2)

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	9303 01 58	See ELSA	High voltage battery check <i>(initial set up – level 1 and level 2)</i>
	9303 19 00	See ELSA	High voltage battery remove+reinstall
	9303 19 02	See ELSA	High voltage battery remove+reinstall <i>(e-tron S ONLY)</i>

	Labor Op	Time Units	Description
	1938 35 50	See ELSA	Coolant inspect+add
	9310 83 50	See ELSA	Disable HV system voltage deactivate and activate <i>(diagnostic activation HV system)</i>
	9327 19 50	See ELSA	Switch box high-voltage battery remove+reinstall <i>(Only if level 1 needs to be opened)</i>
	9325 19 50	See ELSA	ECM Battery Management System remove+reinstall
	7057 19 05	See ELSA	A-pillar trim remove+reinstall <i>(lower)</i>
	9301 01 50	See ELSA	Battery module check <i>(classification)</i>
	9301 00 50	See ELSA	Battery module – Package critical HV-ECM <i>(only if test plan indicates module was in critical state)</i>

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PARTS CLAIMING INSTRUCTIONS

Criteria I.D.	01 ONLY		
	During the monitoring period, stickers are applied during the customer's first visit. One is applied to the MMI screen, and one is applied to each charging port. These can only be claimed once, on the vehicle's first monitoring visit.		
	Quantity	Part Number	Description
	1.00	4KE010001C	STICKER
	Up to 2.00	4KE010001A	STICKER

Criteria I.D.	If pre-determined module(s) are replaced, also claim ALL applicable J* / H* criteria DO NOT claim criteria GE		
	Claim the following parts as needed if one or more modules require replacement.		
	Quantity	Part Number	Description
	8.00	12E915754	VALVE
	1.00	4KE121809B	Sealing
	4.00	4KE801332	Damping
	4.00	4KE801557	BANJO BOLT
	2.00	4KE805696	SOUND ABS
	1.00	4KE915433	GASKET
	2.00	4KE915434	GASKET
	As required	4KE915591H	BATTERY* (module)
	As required	4KE915591J	BATTERY* (module)
	3.00	80A886373	GROMMET
	3.00	D 450P00M2	BUTYL TAPE
	1.00 per module	D G00020M2	Paste
	Up to 85.00 or Up to 4.25	G 12E100S1 or G 12E050S0	COOLANT (concentrate) or COOLANT (pre-mix) USA ONLY
	Up to 85.00 or Up to 170.00	G 12E100S1 or G 12E050S0	COOLANT (concentrate) or COOLANT (pre-mix) CANADA ONLY
	1.00	G 052567A2	GREASE
	18.00	N 10196107	Screw
	2.00	N 10642104	BOLT, HEX, HD. WITH SHOULDER
	50.00	N 10684701	OVAL HEXAGON SOCKET HEAD BOLT

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Quantity	Part Number	Description
2.00	N 90613201	ROUND SEAL
18.00	N 91066101	BOLT, HEX. HD. (COMBI.)
2.00	N 91140701	HEXAGON SOCKET OVAL HEAD BOLT (COMBI)
2.00	N 91190002	BOLT
2.00	N 91272101	SCREW
95.00	WHT008659	BOLT
13.00	WHT008738A	BOLT
4.00 per module	WHT009516	Screw

ADDITIONAL CLAIMING INSTRUCTIONS

Vehicle Loaner (if required)	Enter vehicle loaner claim as a separate (2 nd) claim		
	Claim Type	7 MO	(letter O, not number 0)
	Service Number	93U9	
	Damage Code	0010	
	Parts Vendor Code	002	
	Criteria	MO	(letter O, not number 0)
	<i>NOTE: Criteria MO must be entered on the vehicle loaner claim. If it is not entered, the campaign will close out completely.</i>		
	Outside Labor Operation	LOAN1600	Enter dollar amount on rental/loaner invoice: US Dealers - \$50 max per day Canadian Dealers - \$60 max per day (1 day maximum for waiting for evaluation results) -OR- (3 day maximum for battery repairs and waiting for evaluation results)

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