

VWoA Compliance

From: After Sales Communications
Sent: Friday, June 21, 2019 8:01 AM
To: VWoA Compliance
Subject: End the month of June strong

CW 25 | June 2019



NEW! Removing the e-tron charger properly

It has come to our attention that technicians are having trouble removing the e-tron charger.

[Follow this short step by step](#) to ensure this process is safe and causes no damage to the owner's vehicle.

2019 DIA National Parts Manager Sales Out Bonus

This spring, Parts Managers have the opportunity to participate in earning cash rewards for their top performance in DIA sales.

Running from *June 1 - July 31st 2019*, [here](#) are all the details you need to know to be successful

NEW! e-tron Tools

Starting July 15th 2019, e-tron tools and equipment will be shipped to dealers.

This will be based on your purchase history and survey results on what is needed per dealer. To read more on what to expect, [click here!](#)

Customer Follow Up Fast Cash

2 weeks left to hit your objective. With the new e-communication tool allowing automated follow up, this should be easy peasy!

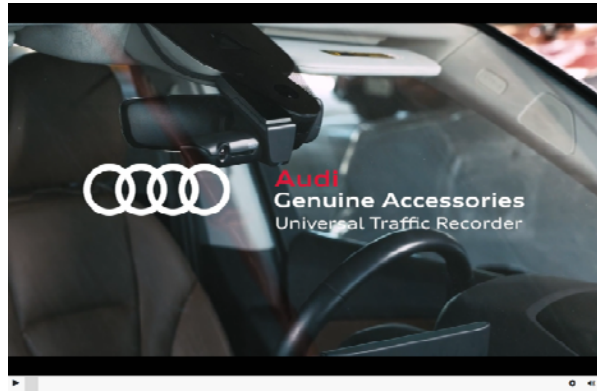
For details on this program - [click here!](#)

Questions? Reach out to your AASM or Logan Spraker (Logan.Spraker@audi.com)

Getting to know the Universal Traffic Recorder

Welcoming the latest product to the Audi Genuine Accessories portfolio is the [UTR \(Universal Traffic Recorder\)](#).

[Watch the video](#) to the to get on-boarded with how the UTR works and it's unique selling points against it's competitors in the market.



June Dealer Spotlight

A big congratulations to Audi Nashua for earning this month's dealer spotlight position. Jamie Renshaw, Parts Manager, was nominated by Nicole Kiernan.

She has spoken accolades about Jamie's pure dedication and pride in his work.

Read his story by [clicking here](#). For nominations and submissions please email aftersalescommunications@audi.com.

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Step by step removal of the charger of the e-tron

Technicians:

If you are struggling with the removal of the charger of the e-tron, after charging is complete, this guide is for you.

The number in parentheses are referring to [this attachment](#) which is an extraction from the owner's manual.

Tips, sequence to release charge plug from vehicle:

1. Make sure:
 - key is off (in case customer was waiting inside for charging to finish)
 - pre air conditioning is not activated manually
 - pre air conditioning is not activated via scheduled activation
2. Open driver door (if already open, close it and open again)
3. Press charge door release button (1)
4. Observe color of charge indicator (2)
 - Wait until going from green to white to off and the pin actuator can be heard to release.
 - If stays green, push button again and wait for the light to go off and the pin actuator can be heard to release
5. Press button on top of charge plug to release and pull charge plug out
6. If still not releasing wait 5 minutes and try again with 1.-5
7. If still not releasing pull fuses #5 and 11 on Fuse Panel J -SJ5
8. If still not successful, gently pull yellow emergency release cable, to retract locking pin. Hold yellow cable, then press release button on top of the charge plug to release and pull out

How to prevent the issue with charge plug release:

1. A setting in the MMI screen need to be changed:
 - Main scree => Vehicle => Climate control => select small temperature gauge symbol in upper right section => settings ("wheel" upper right) => unselect (disable) "Start air conditioning after unlocking". Button position "off", in left position.
2. Make sure key is off
3. Do not activate climate control either manually or via scheduled activation (pre conditioning).

Charging



Fig. 89 Opening the charging unit cover (example: left side of the vehicle)

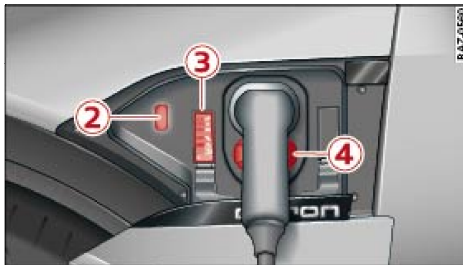


Fig. 90 Charging unit: charging port and LED (example)

Connecting the charging cable

Requirement: the “P” gear must be selected, the parking brake must be set, and drive ready mode must have ended.


- If necessary, remove the charging cable from the vehicle ⇒ page 113, Transport.
- Remove the cap from the charging cable if necessary.
- First connect the charging cable to the power supply, or remove it from the charging station.
- Unwind the charging cable completely.
- Unlock the vehicle.
- Press the center of the button ① to open the charging unit cover on the driver's side or front passenger's side.
- If you would like to use quick charging at public direct current (DC) charging stations, open the charging port cover ④.
- Plug the charging connector into the vehicle charging port.

Starting to charge automatically (immediate charging)







If charging is not delayed with a timer, the charging process will begin immediately. If necessary, the charging station may need to be activated. Follow the manufacturer guidelines and operating instructions for the charging station.


You can also adjust the charging process to your preferences ⇒ page 110, *Setting the charging target*, ⇒ page 111, *Setting the timer*, ⇒ page 111, **Advanced charging settings**.

While charging

The charging display on the charging unit ② will pulse green while charging. It will pulse  in the instrument cluster. A label on the charging unit ③ informs you about the various displays ⇒ page 109.

Depending on the selected view ⇒ page 12, the following information about the charging process is displayed in the instrument cluster:

- : range
- : remaining charging time until the charging process is complete
- : current battery charge level
- : date and time of when the charging process was completed
- : charging speed (additional range per hour)
- : charging power (depends on the selected power source)

To access the charging process information at a later time, select in the instrument cluster: Vehicle functions tab >  button > **Charging**.

The charging connector is locked while charging and cannot be removed.

Canceling or completing charging

You can interrupt the charging process at any time.

- Unlock the vehicle.
- Press the center of the button ①.
- Remove the charging connector. If the charging connector is not removed within 30 seconds, it will automatically relock and the charging process may continue. ▶

- If the battery has been charged to the desired level, the charging unit cover will automatically relock. Otherwise, the cover must be manually relocked. To do this, press the center of the button ①.
- Disconnect the charging cable from the power supply if necessary or return it securely to the charging station.
- Install the protective caps on the charging cable again.
- If you are transporting the charging cable in the vehicle, store it securely ⇒ page 113.

If the charging connector cannot be removed, you must unlock it manually ⇒ page 111.

! WARNING

- When closing the cover on the charging unit, make sure the area where the cover is closing is clear to reduce the risk of injury.
- Do not disconnect the charging cable from the socket or the vehicle charging port while the vehicle is charging. End the charging process before removing the charging cable from the socket in order to reduce the risk of damaging the connector contacts from sparks.
- Never drive with the charging unit open. If the cover on the charging unit is open, it could hit other road users and potentially cause injury.
- If a charging unit is damaged, the vehicle must not be charged at the damaged charging port or at the charging port on the other side* to reduce the risk of injury.
- If the charging unit is damaged or the charging unit cover cannot close or is miss-

ing, drive immediately to an authorized Audi dealer or authorized Audi Service Facility and have the malfunction corrected to reduce the risk of injury.

! Note

- If you drive with an open charging unit, both the cover and the electronics installed behind it could be damaged. Check before every drive after charging if the cover is locked.
- Applies to: vehicles with charging ports on the driver and front passenger's side: Never attempt to charge the vehicle using both charging ports at the same time, because this could damage the charging infrastructure.

i Tips

- Applies to: MMI: in addition to other settings, you can also select if the charging connector should be released automatically after the immediate charging process is complete. To do this, select on the home screen: **VEHICLE > Charging & Efficiency > Charging > ⚙ > DC connector: unlock after charging ends.**
- The parking brake may make noises when connecting the charging connector.
- Remove ice and snow in the charging unit using a hand brush and solvent-free deicing spray.
- The vehicle radio and TV systems may have limited reception when charging the vehicle.

Charging display

The charging display is an LED light on the charging unit and shows the charging status. A label on the charging unit ③ ⇒ page 108, fig. 90 in-

forms you about the various displays. The key for the LED light is explained in the following table.


LED on the charging unit	Meaning
Off	Vehicle charging system is in sleep mode. A timer may be active, but charging has not started yet.
	Charging process is interrupted.

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High-voltage system

LED on the charging unit		Meaning
White	Pulsing	Connection between the power source and the vehicle is being established.
Green	Pulsing	The high-voltage battery is charging.
	Flashing	A timer is active, but charging has not started yet.
	On	High-voltage battery charging process is completed.
Yellow	On	No power supply was recognized even though the charging cable is plugged in. Have the power supply or power supply system inspected. When using the Audi charging system, check the status displays on the unit ⇒ <i>table on page 115</i> . See an authorized Audi dealer or authorized Audi Service Facility for assistance if necessary.
	Flashing	The vehicle is not secured from rolling away. Check if “P” is engaged and the parking brake is set. If the LED continues to flash, see an authorized Audi dealer or authorized Audi Service Facility for assistance.
Red	On	The charging connector may not be able to lock correctly in the vehicle charging port. Check if the charging connector is inserted correctly. Remove the charging connector and plug it in the charging port again, or use a different charging station. If the LED stays turned on, there is a malfunction either in the vehicle charging system or at the power source. See an authorized Audi dealer or authorized Audi Service Facility for assistance if necessary.
		Both charging unit covers are open. Try to close one of the covers by hand. If the LED stays turned on, the high-voltage battery may not be charging. See an authorized Audi dealer or authorized Audi Service Facility for assistance.
		The outside temperature is too low or too high.

Tips

The operation status indicated by the LED on the charging unit are is displayed in the instrument cluster .

Setting the charging target

You can set the charging target, meaning you can set the maximum charge level to which the high-voltage battery should be charged. The charging target can be set between 50% and 100%. For daily usage, Audi recommends setting the charging target at 80%. This can extend the service life of the high-voltage battery. Before long trips, Audi recommends setting the charging target at 100% for the highest possible range.

- ▶ Applies to: MMI: Select on the home screen: **VEHICLE > Charging & Efficiency > Charging**.
- ▶ When the timer is displayed, swipe your finger on the display toward the right.
- ▶ Press on the right section of the battery charge level display.
- ▶ Set the desired charging target.

Tips

If you set the charging target lower than the current battery charge level while charging, then the charging process will be canceled. If you set the charging target above the current battery charge level again, then the charging process will resume. This does not apply if you are charging at a charging station, where you have authenticated yourself manually. If this ▶

is the case, authenticate yourself again at the charging station.

Setting the timer

By setting a timer, you determine when your vehicle should reach the desired charging target. When the timer is activated, it will be run regularly at the set time. In addition to the charging target, you can also specify if your vehicle should be heated or cooled to the temperature set in the climate control system. You can turn on multiple timers at the same time. The active timer is indicated by the respective number in ① in the upper section of the display.

- ▶ Applies to: MMI: Select on the home screen: **VEHICLE > Charging & Efficiency > Charging.**
- ▶ When the charging target is displayed, swipe your finger on the display toward the left.

Multiple timers are displayed that you can set separately.

- ▶ To set a timer, select > in the line for the desired timer.
- ▶ Select one or more days of the week and select **Next.**
- ▶ Set the desired departure time and select **OK.**
- ▶ To also activate the climate control with a timer, select **f.**
- ▶ To turn on a timer, select ①.
- ▶ To activate the timer that is turned on, select ②. A colored bar will turn on in the button.

If the set departure time for the timer is too soon, the desired charging target may not be reached.

i Tips
It is not possible to charge using the timer at some charging stations.

Advanced charging settings

With the advanced charging settings, you can define addresses at which certain charging settings should apply (for example, charging target, minimum charge). If your vehicle is in the vicinity of the address, the charging settings will be automatically applied.

- ▶ Applies to: MMI: Select on the home screen: **VEHICLE > Charging & Efficiency > Charging > ⚙ > Advanced charging settings.**
- ▶ To define new settings for a certain address, select +. Follow the instructions in the display.
- ▶ To edit existing settings for a certain address, press the respective button.
- ▶ To delete existing settings for a certain address, select **⌫.**

Emergency release

You can release the charging unit cover or the charging connector manually.

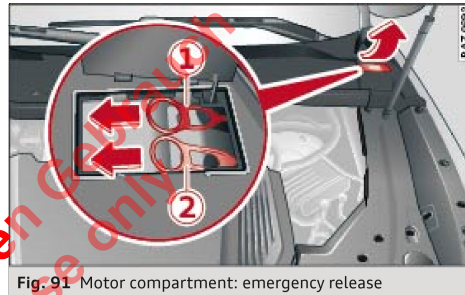


Fig. 91 Motor compartment: emergency release

Charging unit cover emergency release

- ▶ Open the hood ⇒ page 236.
- ▶ Open the cover in the motor compartment on the side of the applicable charging port.
- ▶ Loosen the red loop ① from the retainer and then pull on the loop carefully ⇒ ②.
- ▶ If necessary, open the charging unit cover by hand.

Manually releasing the charging connector

If you are not able to pull the charging connector out of the vehicle charging port, there may be a malfunction. You must use the emergency release to release the vehicle charging connector.

Requirement: the "P" gear must be selected, the vehicle must be unlocked, and the charging process must be complete or must have been canceled.

- ▶ End the charging process ⇒ page 108, *Canceling or completing charging.*
- ▶ Open the hood ⇒ page 236. ▶

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High-voltage system

- ▶ Open the cover in the motor compartment on the side of the applicable charging port.
- ▶ Loosen the yellow loop ② from the retainer and then pull on the loop carefully ⇒ ⚠.
- ▶ Remove the charging connector.
- ▶ Drive to an authorized Audi dealer or authorized Audi Service Facility immediately to have the malfunction corrected.



If the charging connector still cannot be removed after using the emergency release, see an authorized Audi dealer or authorized Audi Service Facility for assistance.

After releasing manually, secure the loop(s) on the retainer and close the cover in the motor compartment.

⚠ Note

Only pull on the loop until you feel resistance. You will not hear it release. If you continue to pull, you could damage the emergency release mechanism.


Messages

If the  or  indicator light turns on, then the range is low or very low. Charge the high-voltage battery.

 **Warning! Please check the charging unit cover. See owner's manual**

This message appears if the charging unit cover is opened while driving. Stop the vehicle as soon as possible and try to close the cover using the button ① ⇒ *page 108, fig. 89* or by hand. If the cover cannot close and/or the message continues to appear, drive to an authorized Audi dealer or authorized Audi Service Facility immediately and have the malfunction corrected ⇒ ⚠ in *Charging on page 109*; ⇒ ⚠ in *Charging on page 109*.

 **AC charging system: malfunction! Please contact Service**

 **DC charging system: malfunction! Please contact Service**

This message appears if there is a malfunction in the charging system. Drive to an authorized Audi

dealer or authorized Audi Service Facility immediately.

Incompatible charging system. Please check charging system

This message appears when the charging system is incompatible. Only charge using the Audi charging system that is designed for your vehicle.

 **Charging system: malfunction**

This message appears if there is a malfunction in the vehicle charging infrastructure or the charging station. Use a different charging station. If this message does not turn off, contact an authorized Audi dealer or authorized Audi Service Facility.

Charging equipment

Introduction

Depending on the vehicle equipment, the Audi e-tron compact charging system may be available.

Using the charging equipment

Pay attention to the following information for safe handling of the charging equipment:

- Secure the charging equipment against any strain, such as being run over, falling, pulling, bending, and crushing.
- Do not submerge the charging equipment in water and do not cover it with snow or ice.
- Only pull at the plugs when removing the charging cable from the vehicle and from the power supply.
- Put the cap on after using the charging cable.
- Only operate the Audi charging system in a power supply system with a frequency of 50 Hz/60 Hz.
- Only operate or store the Audi charging system at a humidity level between 5% and 95% (no condensation).
- The Audi charging system is protected against dust and splashing water (IP55 (USA: Enclosure 3)).

Depending on the country, different warnings may be on the charging equipment. ▶