

# Service Action

## Code: 93G1



<b>Subject</b>	<b>e-tron Service Package</b>																		
<b>Release Date</b>	May 13, 2020																		
<b>Affected Vehicles</b>	<table border="1"> <thead> <tr> <th>Country</th> <th>Beginning Model Year</th> <th>Ending Model Year</th> <th>Vehicle</th> <th>Vehicle Count</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2019</td> <td>2019</td> <td>E-TRON</td> <td>10,415</td> </tr> <tr> <td>CAN</td> <td>2019</td> <td>2019</td> <td>E-TRON</td> <td>917</td> </tr> </tbody> </table>				Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2019	2019	E-TRON	10,415	CAN	2019	2019	E-TRON	917
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USA	2019	2019	E-TRON	10,415															
CAN	2019	2019	E-TRON	917															
	<p>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 <u>only</u> valid campaign inquiry &amp; verification source.</p> <ul style="list-style-type: none"> <li>✓ Campaign status must show "open."</li> <li>✓ 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.</li> </ul>																		
<b>Service Package Description</b>	Audi has developed new software applicable to certain Audi e-tron vehicles in order to bring these vehicles up to the latest factory specifications.																		
<b>Parts Information</b>	Software update only; no parts needed.																		
<b>Code Visibility</b>	On or about May 13, 2020, the campaign code will be applied to affected vehicles.																		
<b>Owner Notification</b>	Owner notification will take place in June 2020. Owner letter examples are included in this bulletin for your reference.																		
<b>Campaign Expiration Date</b>	This campaign expires on <b>December 31, 2024</b> . Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal parts and labor cost associated with this repair will apply.																		
<b>Additional Information</b>	<p><b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b></p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p>																		

## Claim Entry Instructions

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>	93G1		
<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		
Vehicles <u>will</u> have more than one criteria. Complete and claim all applicable criteria on <u>one</u> claim.			
<b>Criteria I.D.</b>	01		
	Perform SVM operation for various control units and perform basic settings test plan if necessary		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	2706 89 50	10	Connect battery charger
	4545 25 99	Time stated on diagnostic protocol	Perform SVM procedure
	<i>Add ONLY if basic settings are required:</i>		
	4664 25 99	Time stated on diagnostic protocol	Perform basic settings
<b>Criteria I.D.</b>	02		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	9353 25 99	20	Update universal charging cable

**Continue to next page**

<b>Criteria I.D.</b>	03		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	9196 25 99	20	Update navigation data
	9196 26 99	10	Connect ODIS tester for self-diagnosis
	<b>SD CARD CLAIMING</b>		
	<b>All dealerships: Claim SD card ONE TIME ONLY for the campaign</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	83A051884Q	SD Card

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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

**Subject: Service Action – e-tron Service Package**

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2019 model year Audi e-tron vehicles. Our records show that you are the owner of a vehicle affected by this action.

**Service Package Description**

Updates are now available to bring your vehicle up to the latest factory specifications. Your authorized Audi dealer will perform the applicable service package items for you free of charge. Depending on the updates that apply to your vehicle, this work could take several hours to complete.

**What should you do?**

In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

- ✓ Please bring your portable vehicle charger to your repair appointment.
- ✓ This service action will be available for you **free of charge only until December 31, 2024**. If you wish to have this service performed after that date, your dealer's normal parts and labor cost associated with this repair will apply.

**Lease vehicles and address changes**

If you are the lessor and registered owner of the vehicle identified in this action, please 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.

**Can we assist you further?**

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at [www.audiusa.com](http://www.audiusa.com).

**Checking your vehicle for open Recalls and Service Campaigns**

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).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Audi Customer Protection

## Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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

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**Can we assist you  
further?**

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, 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).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Audi Customer Protection

## Repair Overview

A service package has been prepared for Audi e-tron vehicles manufactured within a specific period. The service campaign includes the following points:

Criteria	Condition
01	<ul style="list-style-type: none"> <li>• Not possible to plug in/unlock charging connector</li> <li>• Slight longitudinal shudder at approx. 40 MPH (60 km/h) when accelerating</li> <li>• The following fault may be stored in in 0019 - Data Bus On Board Diagnostic Interface after more than 12 hours AC charging time                             <ul style="list-style-type: none"> <li>○ U011000: Lost Communication With Drive Motor Control Module "A"</li> </ul> </li> <li>• One or more of the following faults may be stored in 0003 - Brake electronics control unit and the yellow ESC lamp lights up                             <ul style="list-style-type: none"> <li>○ C051F00/C052000: Multi-axis Acceleration Sensor Module "A", suspension control module)</li> <li>○ C102229: Lateral acceleration 1 implausible signal</li> <li>○ C102029: Yaw rate 1 implausible signal</li> </ul> </li> <li>• Noises from front of vehicle at low ambient temperatures of refrigerant circuit and heat pump</li> </ul>
02	<ul style="list-style-type: none"> <li>• Not always possible to charge using three-phase networks (208/240V)</li> </ul>
03	<ul style="list-style-type: none"> <li>• e-tron route planner not able to connect to Internet</li> <li>• Incorrect navigation system displays</li> </ul>

### NOTE

- 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.

## Required Tools

Criteria 01 and 03 – Updating Control Units			
	<p>Battery Tester/Charger - GRX3000VAS- (or equivalent)</p>		<p>Diagnostic Tester -VAS6150X- (or equivalent)</p>
Criteria 02 – Update Universal Charging Cable			
	<p>Diagnostic Adapter for High-Voltage Charging System  -VAS611009-</p>		<p>Diagnostic Tester -VAS6150X- (or equivalent)</p>

## Required SD Card

- A SD card will be required for the navigation update.
- One SD card was sent to each dealer.
- The SD card can be used for multiple repairs.
- If additional copies are needed, dealers can make copies of the SD card that was provided.

Criteria	SD Card Part Number
03	83A.051.884.Q

## Repair Instruction

### Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← <b>2</b>	Open ← <b>1</b>

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.

Criteria	Work
01	Updating control units
02	Updating universal charging cable
03	Updating navigation system

Campaign/Action	Start	Designation
	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

EXAMPLE

#### CRITICAL REPAIR STEP

STOP! STOP!

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 before starting this Campaign.**

**Proceed to Section B.**

## Section B – Repair Procedures

### Criteria 01 – Update Control Modules

#### NOTE

**Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;**

- ✓ **The ODIS software is completely up to date.**
  - Refer to the “Alerts” section on ServiceNet home page for the current ODIS version.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
  - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
  - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
  - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **Flash process through “Audi Flashing” not Guided Fault Finding (GFF).**
  - DO NOT USE Guided Fault Finding (GFF) to perform this flash. Using GFF will cause the flash to take longer. Requests for additional time will not be considered.
- ✓ **The VAS Diagnostics Interface MUST ONLY be connected to the tester with a USB cable.**
  - Performing a software update using a Bluetooth or WiFi connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth or WiFi.

#### WARNING

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

#### TIP

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2011732: *Software Version Management (SVM) Operating Instructions*.

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

- Open the hood.
- Access the battery charging posts.
- Switch the ignition on.
- Apply the parking brake.
- Switch off all consumers (headlights, heated seats, climate control, etc.).
- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery charging posts.

**NOTE**

**Vehicles with Battery Monitoring Control Module -J367- and/or an EFB Battery:**

When connecting the charger to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. DO NOT connect the ground cable directly to negative terminal of the battery.

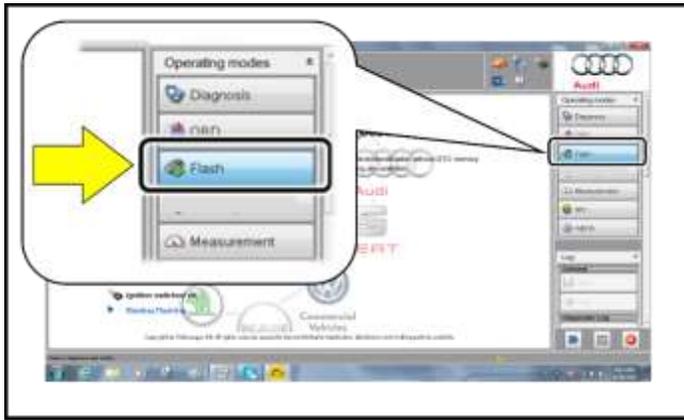
- Turn the hazards on.

**CAUTION**

The procedure may cancel itself if the hazard warning lights are not switched on. The hazard warning lights prevent the system from switching to bus sleep mode during the update.



- Confirm that scan tool is communicating with the diagnostic head by USB cable.
  - If the Bluetooth or WiFi symbol is shown, then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.

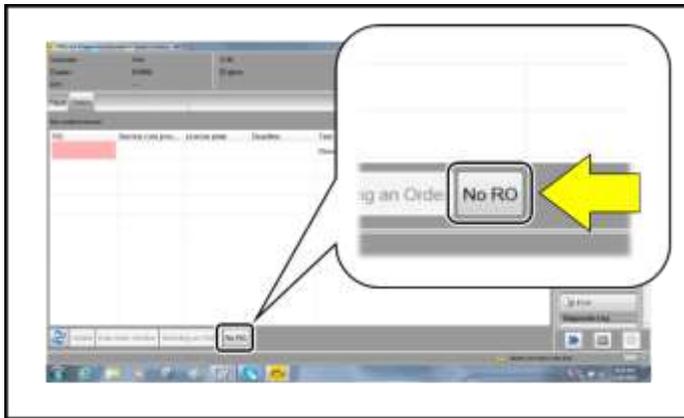


- From the home screen of the scan tool highlight “Flash” <1>.
- Follow the on-screen prompts.

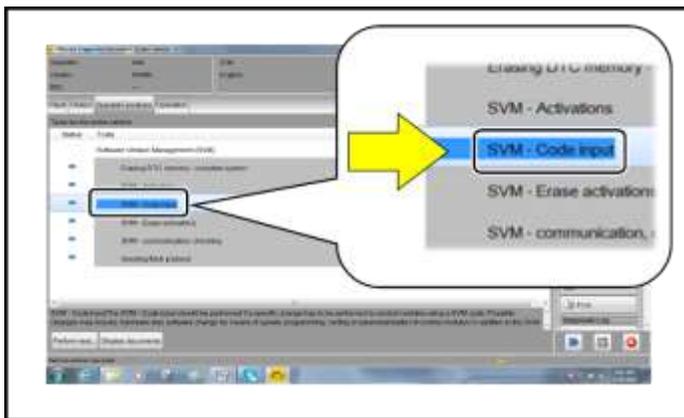
**! NOTE**  
 Operating mode “Flash” must be used. Performing this update using “Diagnosis” (Guided Fault Finding) could result in non-payment of the claim.



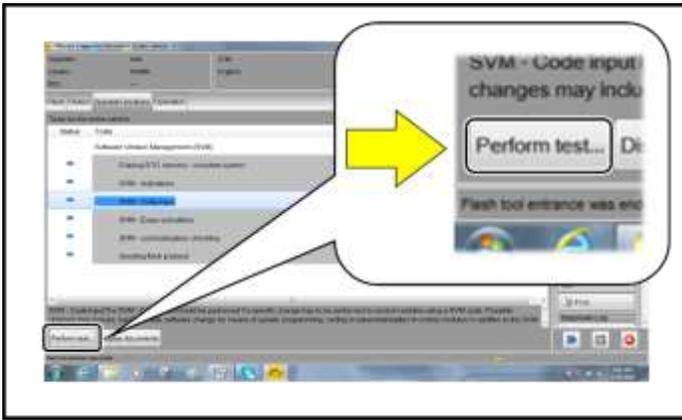
- Select “Starting Flashing” and follow the on-screen prompts.



- Select “No RO”.



- Highlight “SVM – Code Input”.



- Select "Perform test".

**NOTE**

**Using Bluetooth or WiFi for this action is PROHIBITED!**

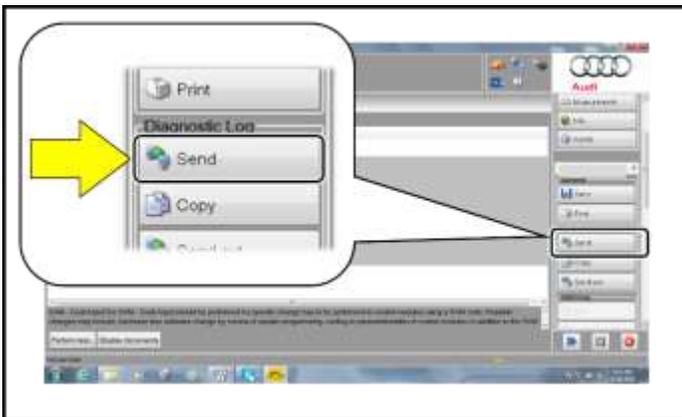
Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM update process is not covered.



- Enter the corrective action code (SVM code) as listed below.

SVM code
<b>93G1A189</b>

- Select "Accept".
- Follow the on-screen prompts.



- After receiving confirmation that the flash completed successfully, select "Send" to send the diagnostic protocol online.
- Follow the on-screen prompts.



- Click "Flash" to exit the flash session.

#### **!** NOTE

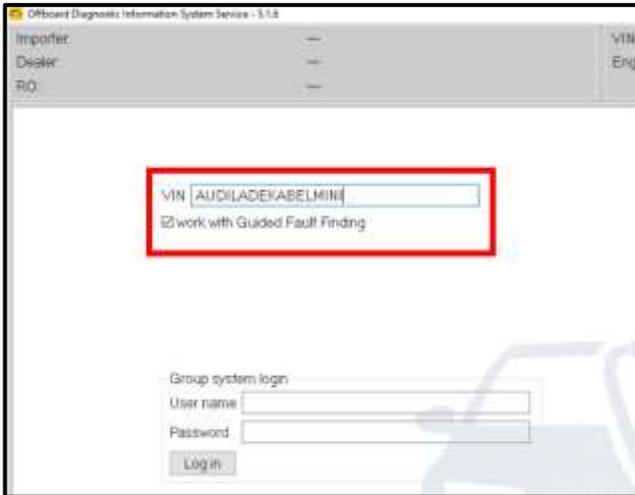
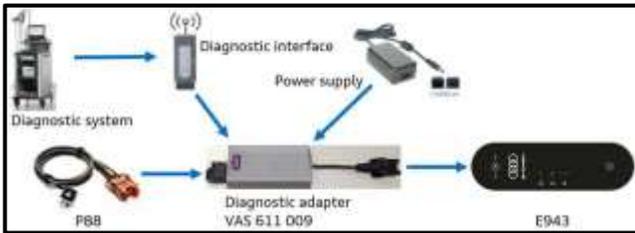
Depending on the event memory entry, it may be necessary to perform basic setting of the electromechanical parking brake and the tire pressure monitoring system in Guided Fault Finding.

Various event memory entries are generated after the flashing procedure on some vehicles. Put the vehicle in a corresponding bus sleep mode after performing the basic settings.

To put the vehicle in bus sleep mode, disconnect the diagnostic tester, remove the key from the vehicle and lock the vehicle with the remote for 5 minutes (depending on the vehicle equipment, bus sleep mode may need to be activated again).

- **Work for Criteria 01 is complete.**

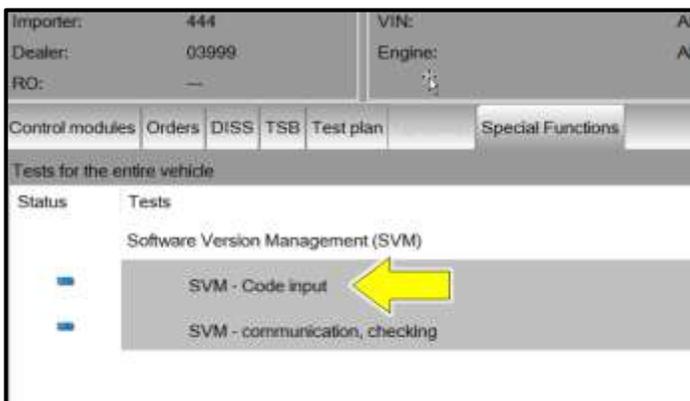
## Criteria 02 – Update Universal Charging Cable



- Using the VAS611009, establish a connection between the Diagnostic Tester and the Mobile Charger -E943-.
- Enter **AUDILADEKABELMINI** in the VIN field populated in ODIS.
- Ensure “work with Guided Fault Finding” is checked.
- An error will occur during VIN identification. Press “OK” <arrow> to continue.



- Perform the following to manually identify the charger:
  1. Select “manual” Vehicle identification.
  2. Enter **AUDILADEKABELMINI** in the VIN field.
  3. Select “All external components” for the Model.
  4. Select Apply.



- Select SVM – Code Input <arrow>.



- Enter the corrective action code (SVM code) as listed below.

<b>SVM code</b>
<b>ULKA001</b>

- Select “Accept”.
- Follow the on-screen prompts.
- Send the diagnostic log online when prompted.
- **Work for Criteria 02 is complete.**

## Criteria 03 - Update Navigation System

### NOTE



- Before performing the update with SD card, the “Automatic online map update” must be deactivated in the MMI menu. Failing to do so will cause longer than normal update times and could cause interruptions.
- In the MMI, go to Settings > System update > Deactivate Automatic online map update.
- The function must be re-activated after the update is completed.

### NOTE

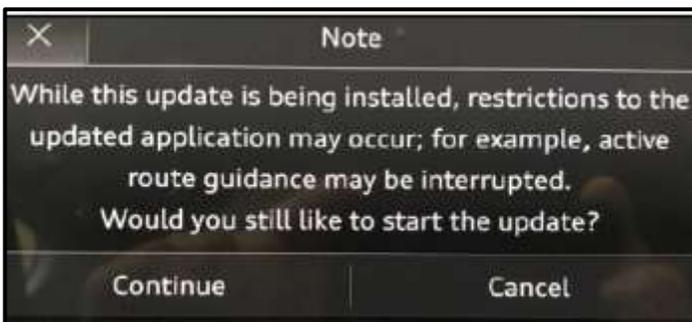
- If the update runs on its own, the ignition will switch itself off after a period of time and the screens will switch to standby mode. The update will stop as a result. It continues where it left off after the ignition is switched back on again.
- An uninterrupted update is possible (control unit remains active) by starting in diagnostic address “5F – Information electronics control unit”, e.g. at “Read out fault memory”, using self-diagnosis via OBD.

- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery charging posts.



### Updating Navigation System:

- Insert SD card for navigation system. The message “Update medium detected. Analysing update data.” will appear.



- As soon as the update is ready to install, confirm with “Continue.”



- The update will then start.

**NOTE**

The update will take 60 – 80 minutes to complete.

- **Work for Criteria 03 is complete.**

## Section C – Campaign 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 (item# AUD4927ENG or AUD4927FRE).