

Service Action

Code: 57H3



REVISION


Subject	e-tron Service Package														
Release Date	May 20, 2020														
Revision Summary	Coolant claiming part number updated Customer letters updated														
Affected Vehicles	<table><tr><th>Country</th><th>Beginning Model Year</th><th>Ending Model Year</th><th>Vehicle</th></tr><tr><td>USA</td><td>2019</td><td>2019</td><td>e-tron</td></tr><tr><td>CAN</td><td>2019</td><td>2019</td><td>e-tron</td></tr></table> <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 & verification source.</p> <ul style="list-style-type: none">✓ 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.			Country	Beginning Model Year	Ending Model Year	Vehicle	USA	2019	2019	e-tron	CAN	2019	2019	e-tron
Country	Beginning Model Year	Ending Model Year	Vehicle												
USA	2019	2019	e-tron												
CAN	2019	2019	e-tron												
Service Package Description	Audi has developed new software and/or parts applicable to certain Audi e-tron vehicles in order to bring these vehicles up to the latest factory specifications.														
Code Visibility	On February 25, 2020, the campaign code was applied to affected vehicles.														
Owner Notification	Owner notification took place in February 2020. Owner letter examples are included in this bulletin for your reference.														
Campaign Expiration Date	This campaign expires on December 31, 2024 . 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.														
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p>														


Parts Information

Parts Control Type: VIN to Order	If parts are needed to support a vehicle repair: <ul style="list-style-type: none"> US Dealers - use AVA CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order
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Initial Allocation: NO	Due to the small number of affected vehicles there will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.
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Repair Projection Tool: (right click to open)	
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
04	1	4KE-121-809	Seal	VIN to Order
	1	5Q0-010-001-A	Sticker	VIN to Order
05	1	4M8-837-099	Bowd cable (driver door)	VIN to Order
	3	4N0-837-099	Bowd cable (other doors)	VIN to Order
06	1	4KE-971-904-A	Cover	VIN to Order
09	1	4KE-971-025	Wir.harn. (High-voltage Cable)	VIN to Order
	18	N -911-469-01	Screw	VIN to Order
	4	N -912-721-01	Screw	VIN to Order
	3	80A-886-373	Grommet	VIN to Order
	SEE ELSA/ETKA		G12 EVO Coolant Concentrate	See Parts on Command
	 IMPORTANT PARTS INFORMATION			
Replacement of the high-voltage cable is expected to be less than 1% of the affected vehicles. Criteria 09 parts should not be ordered unless they are needed.				

 NOTE
The specified part numbers reflect the status at the start of this service action. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

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.

Service Number	57H3		
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		
Vehicles may have more than one criteria. Complete and claim all applicable criteria on <u>one</u> claim.			
Criteria I.D.	01, or 02 or both 01 AND 02		
	LABOR		
	Labor Op	Time Units	Description
	2706 89 50	10	Connect battery charger
	6438 25 99	Time stated on diagnostic protocol	Perform software update
Criteria I.D.	03		
	LABOR		
	Labor Op	Time Units	Description
	9353 25 99	20	Update universal charging cable adaptation

Criteria I.D.	04		
	LABOR		
	Labor Op	Time Units	Description
	9380 41 99	15	Seal coolant expansion tank
	PARTS		
	Quantity	Part Number	Description
	1.00	4KE121809	Seal
	1.00	5Q0010001A	Sticker
Criteria I.D.	05		
	LABOR		
	Labor Op	Time Units	Description
	5719 55 99	300	Replace door handle cables on all four doors
	PARTS		
	Quantity	Part Number	Description
	1.00	4M8837099	Bowden cable (driver door)
	3.00	4N0837099	Bowden cable (other doors)
Criteria I.D.	06		
	LABOR		
	Labor Op	Time Units	Description
	9353 41 99	10	Replace flap for DC charging connection
	PARTS		
	Quantity	Part Number	Description
	1.00	4KE971904A	Cover
Criteria I.D.	07		
	LABOR		
	Labor Op	Time Units	Description
	5563 41 99	10	Service manual release mechanism

Criteria I.D.	09		
	Inspect high-voltage cable; high-voltage cable alignment is ok -OR- high-voltage cable requires alignment without having to de-energize the high-voltage system		
	LABOR		
	Labor Op	Time Units	Description
	9330 41 99	30	Inspect high-voltage cable and realign if necessary
OR	Inspect high-voltage cable; high-voltage cable requires disconnection and realignment and high-voltage system has to be de-energized		
	LABOR		
	Labor Op	Time Units	Description
	9330 42 99	50	Inspect, disconnect and realign high-voltage cable
	9310 00 99	20	De-energize high voltage system
	9310 01 99	Time stated on diagnostic protocol	
OR	Inspect high-voltage cable; high-voltage cable requires replacement		
	LABOR		
	Labor Op	Time Units	Description
	9330 43 99	30	Inspect high-voltage cable
	9303 19 99	450	Remove and install high-voltage battery
	9330 55 99	30	Replace high-voltage cable
	9310 00 99	20	De-energize high voltage system
	9310 01 99	Time stated on diagnostic protocol	
	PARTS		
	Quantity	Part Number	Description
	1.00	4KE971025	Wir.harn. (High-voltage Cable)
	18.00	N 91146901	Socket hd. Screw with polygon socket
	4.00	N 91272101	Screw
	3.00	80A886373	Grommet
	Up to 4	<u>U.S. Dealers:</u> G 12E1001LDSP	Coolant concentrate
		<u>Canadian Dealers:</u> G 12E1002LDSP	

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.

**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 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.

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



Safety Precautions When Working On Or Near High-Voltage Components

Extreme danger due to high voltage.

Refer to “Warning and Safety Precautions”, found in Appendix A at the end of this document



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.






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	There is a delay before the doors are opened from the inside; the interior door handle sometimes has to be operated twice.
02	The response of the front parking aid, e.g. near the curb, is too sensitive.
03	The charging cable does not store the customer's last setting (the charging power is reset to 50% when the vehicle is charged next).
04	The purpose is to prevent topping off coolant. Adding more fluid can cause coolant to be transported to the high-voltage battery.
05	At temperatures around freezing, the Bowden cable for the exterior door handles may freeze. If this happens, it is not possible to open the vehicle from the outside.
06	Moisture being absorbed by the material on the DC charging cover can cause jamming.
07	The two manual release mechanisms (yellow for charging connector and red for charging flap) may have been intertwined.
09	The high-voltage wiring harness to the electric drive motor on the rear axle may chafe against the subframe and/or power unit support.

Required Tools

Criteria 01 and 02 – Update Door Electronics and Front Sensors			
	Battery Tester/Charger - GRX3000VAS- (or equivalent)		Diagnostic Tester -VAS6150X- (or equivalent)
Criteria 03 – Update Universal Charging Cable			
	Diagnostic Adapter for High-Voltage Charging System -VAS611009KIT- VAS611009/99 VAS611009/3 VAS611009/1 VAS611009/2 VAS611009 VAS622007		Diagnostic Tester -VAS6150X- (or equivalent)
Criteria 05 – Replace Bowden Cable for Doors			
	Release Pliers -VAS6427-		Removal Wedge -T40233- (or equivalent)
	Scraper Set -VAS6845- (or equivalent)		Wedge Set -T10383- (or equivalent)

Criteria 09 – Service High-voltage Cable (Only if high-voltage system is de-energized)			
	Warning Sign - High Voltage -VAS6649-		Warning Sign - "Do Not Switch On" -VAS6650A-
	Battery Tester/Charger - GRX3000VAS- (or equivalent)		Diagnostic Tester -VAS6150X- (or equivalent)
	Padlock -T40262/1- (from Service Disconnect Lock - T40262-) or equivalent		
! NOTE Additional tools will be needed for Criteria 09 vehicles that require replacement of the high-voltage cable. In these cases, refer to the ELSA Repair Manual			

Repair Instruction

Section A - Check for Previous Repair

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

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	Update door electronics
02	Update front sensors
03	Update universal charging cable
04	Seal coolant expansion tank
05	Replace Bowden cable for doors
06	Replace flap for DC charging connection
07	Service manual release mechanism
09	Service high-voltage cable

- All Safety Recalls must be completed prior to completing this Update.**
- Proceed to Section B and after all applicable repairs are completed based on the assigned criteria, Proceed to Section C.

Section B – Repair Procedures

Criteria 01 – Update Door Electronics

AND/OR

Criteria 02 – Update Front Sensors

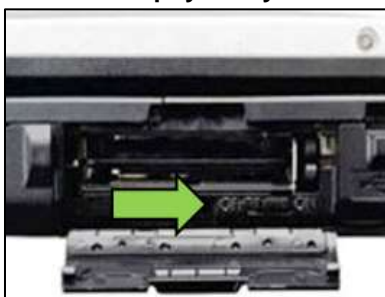
NOTE

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

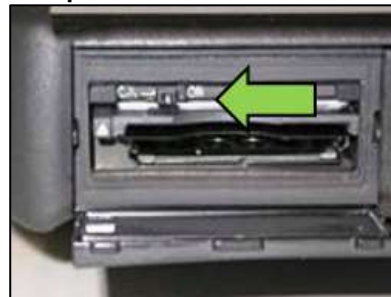
- ✓ **The ODIS software is completely up to date.**
 - Refer to the “Alerts” section on ServiceNet home page for the current ODIS version.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
 - Battery voltage must remain above 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.
- ✓ **If using a Bluetooth or Wi-Fi transmitter head, it is connected to the tester with a USB cable.**
 - Performing a software update using a Bluetooth or Wi-Fi 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 Wi-Fi.
- ✓ **The Bluetooth function of the scan tool is physically switched off <see pictures below>.**



VAS 6150 & VAS 6150A
(Front panel behind handle)



VAS 6150B
(Right side behind WIRELESS door)



VAS 6150C
(Left side behind SC/EX door)

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 2014603: *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.
- Open the battery cover.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery or underhood charging posts.

NOTE

When connecting the charger directly 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.

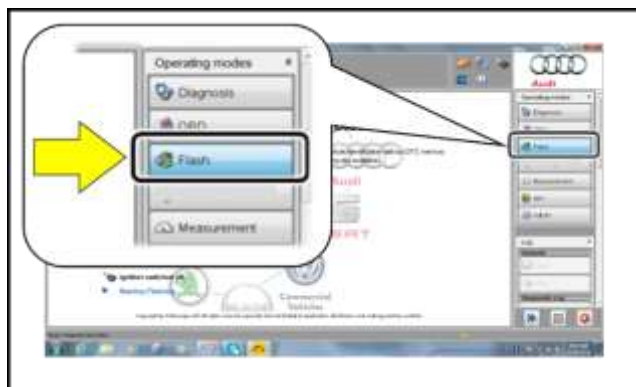
- Switch on the hazard warning lights.

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.

- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.
- 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.





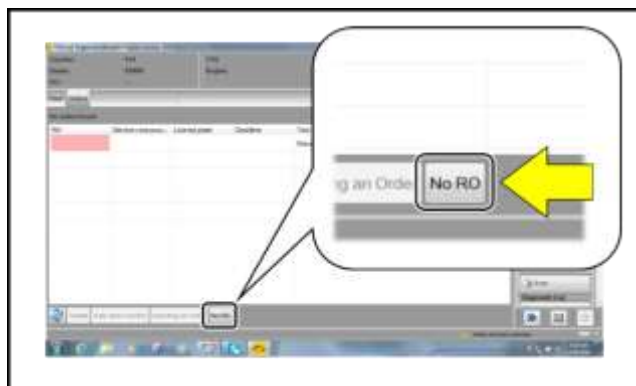
- From the home screen of the scan tool highlight **"Flash"** <1>.
- Follow the on-screen prompts.

NOTE

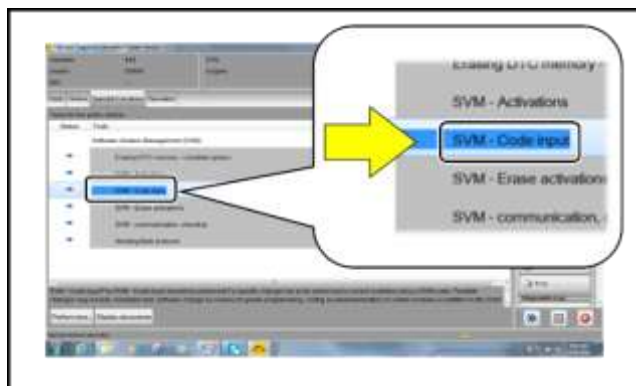
Operating mode "Flash" must be used. Performing this software update using "Diagnosis" (Guided Fault Finding) could result in non-payment of the claim.



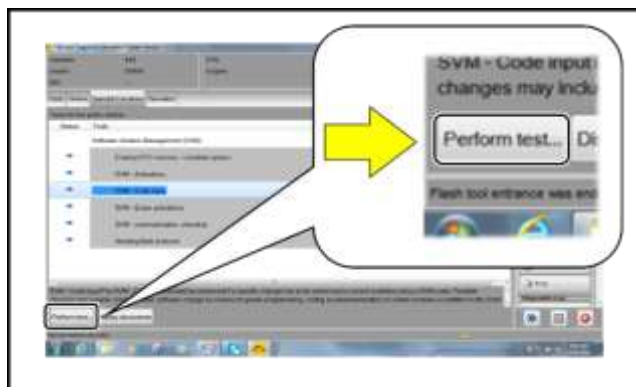
- Select **"Starting Flashing"** and follow the on-screen prompts.



- Select **"No RO"**.



- Highlight **"SVM – Code Input"**.



- Select “Perform test”.

NOTE

Using Bluetooth for this action is PROHIBITED!

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

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

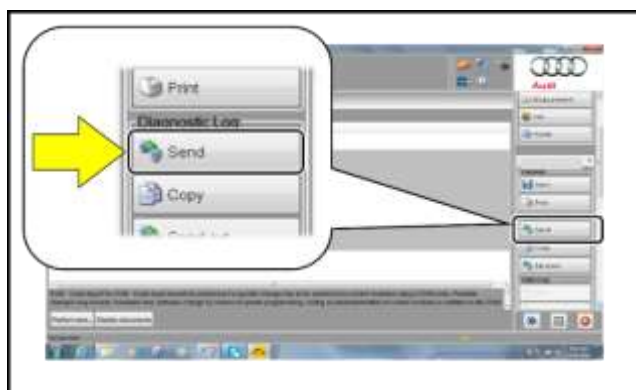
SVM code

57H3A840

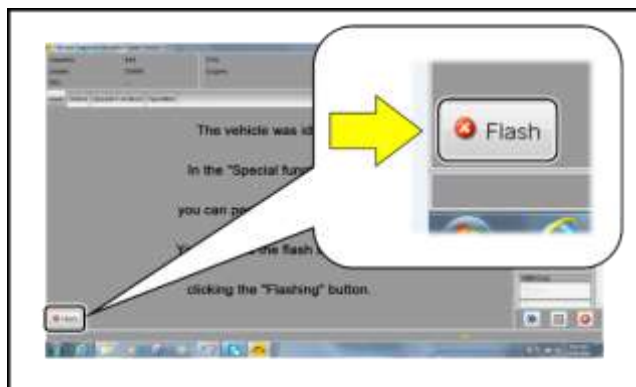
- Select “Accept” <arrow>.
- Follow the on-screen prompts.

NOTE

There is only one SVM code that performs the update for both criteria 01 and criteria 02 repairs.



- After receiving confirmation that the flash completed successfully, select “Send” <arrow> to send the diagnostic protocol online.
- Follow the on-screen prompts.



- Click “Flash” <arrow> to exit the flash session.



! NOTE

After completing the SVM code, there may be a warning in the instrument panel as shown. Cycling the ignition, then operating the child door lock buttons from the driver's door then opening and closing the doors should eliminate the warning.

- **Work for Criteria 01 and/or Criteria 02 is complete.**

Criteria 03 – Update Universal Charging Cable



- Using the VAS611009, establish a connection between the Diagnostic Tester and the Mobile Charger -E943-.

Offboard Diagnostic Information System Service - 3.1.3

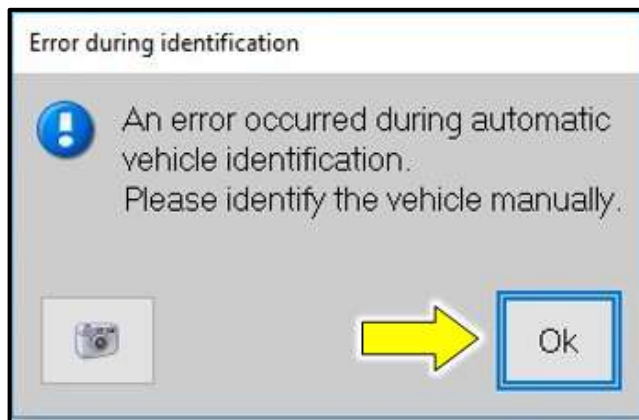
Importer: _____ VIN
Dealer: _____ Eng
RO: _____

VIN

☒ work with Guided Fault Finding

Group system login
User name
Password

- 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.

vehicle basic features

Vehicle identification ☐ automatic ☒ manual manual 1

VIN

AUDILADEKABELMINI 2

Manufacturer

Audi

Model

All external components 3

Model year

All model years

Version

All variants

Engine

All engine codes

4 Apply Cancel

- 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.

1 1

2 2

3 3

4 4

Test overview

Diagnostic capable system

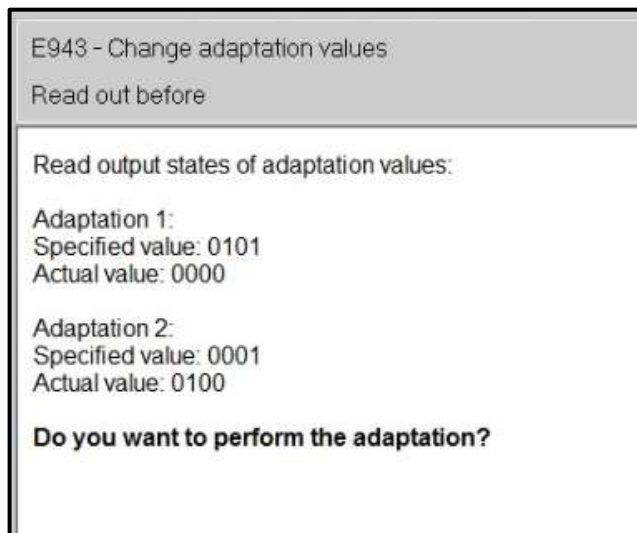
- BE01 - Universal charging cable - E943 (e-tron charging system compact)
 - BE01 - Electrical components
 - BE01 - High-Voltage Charging System Control Head, function
 - BE01 - Technical Service Bulletin (TSB)
 - E943 - Technical Service Bulletin (TSB) E943 - Technical Service Bulletin (TSB)
 - BE01 - Subsystems, basic conditions
 - Software Version Management (SVN)

Attach to the test plan Close

- Start from the “Test plan” tab <arrow 1>.
- Click on “Select self test...” <arrow 2>.
- Open Diagnostic capable system > BE01 – Universal charging cable – E943 (e-tron charging system compact) > BE01 – Technical Service Bulletin (TSB).
- Highlight the test plan <arrow 3>.
- Click “Attach to the test plan” <arrow 4>, then close the “Test overview” window.



- Highlight the test plan <arrow 1>.
- Select “Perform test...” <arrow 2>.
- Follow the onscreen prompts.



- The test plan will read out the adaptation values.
- The correct adaptation Actual values are:
 - Adaptation 1 = 0101
 - Adaptation 2 = 0001
- If the Adaptation Actual values are **correct**:
 - The adaptation must NOT be performed.
 - End the test plan by selecting “No”.
- If the Adaptation Actual values are **incorrect**:
 - The adaptation must be performed.
 - Continue the test plan by selecting “Yes”.
- Follow the onscreen prompts.
- Exit GFF once the test plan is complete.
- **Work for Criteria 03 is complete.**

Criteria 04 – Seal Coolant Expansion Tank



- Print out the owner's manual supplement found on one of the ELSA attachment tabs or in ServiceNet.
- When printing, select "Booklet" for page sizing.
- Place the printed owner's manual supplement in the vehicle glove compartment.



- Open the cover above the coolant expansion tank in the plenum chamber.
- Install seal and label as shown.

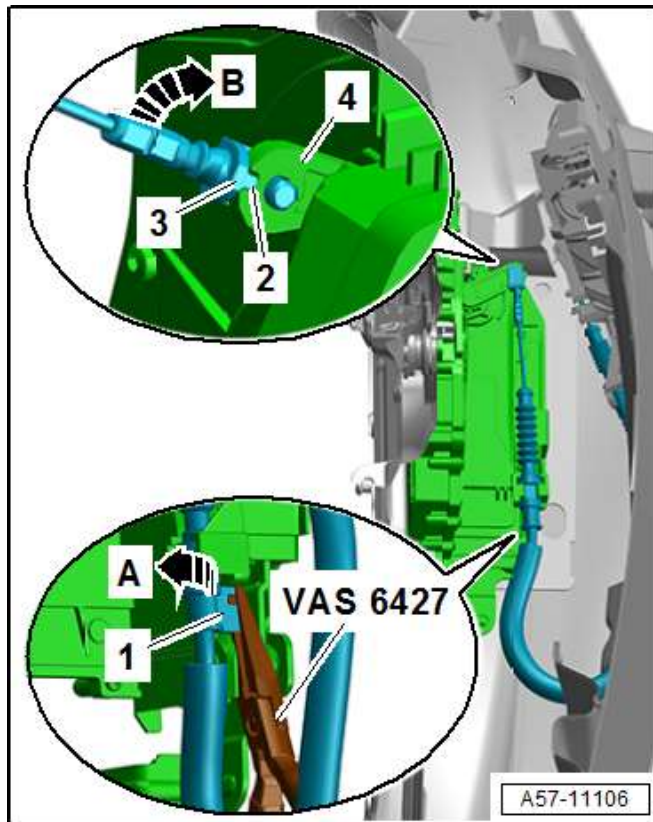
NOTE

The seal should be attached tightly. Do not move the lid out of its end position when tightening the seal. The seal cannot be used more than once.

Part Number	Part Description
4KE.121.809	Lead seal
5Q0.010.001.A	Label

- **Work for Criteria 04 is complete.**

Criteria 05 – Replace Bowden Cable for Doors



- Replace operating cable for exterior door handle on all four doors.
- Front doors - See ELSA Repair Manual: *Repair manual > Body > Body Exterior > 57 Front Doors, Central Locking System > Door Components > Exterior Door Operating Cable, Removing and Installing*
- Rear doors - See ELSA Repair Manual: *Repair manual > Body > Body Exterior > 58 Rear Doors > Door Components > Exterior Door Operating Cable, Removing and Installing*

NOTE

- It is possible to unclip the cable from the door lock/latch without removing the door lock/latch from the door. The door lock/latch does not require removal from the door.
- The procedure for all doors is similar.

Part Number	Part Description
4M8.837.099	Bowden cable (driver door)
4N0.837.099	Bowden cable (other doors) (x3)

- **Work for Criteria 05 is complete.**

Criteria 06 – Replace Flap for DC Charging Connection



- Open charging socket door.
- Press down on the DC charging port flap and then pull it out of the charging socket away from the vehicle.
- Install new flap in the opposite direction of removal until the flap audibly engages.

Part Number	Part Description
4KE.971.904.A	DC charge port cover

- **Work for Criteria 06 is complete.**

Criteria 07 – Service Manual Release Mechanism



- Open cover for manual release mechanism.
- Check the two manual release mechanisms and unwind them if necessary.

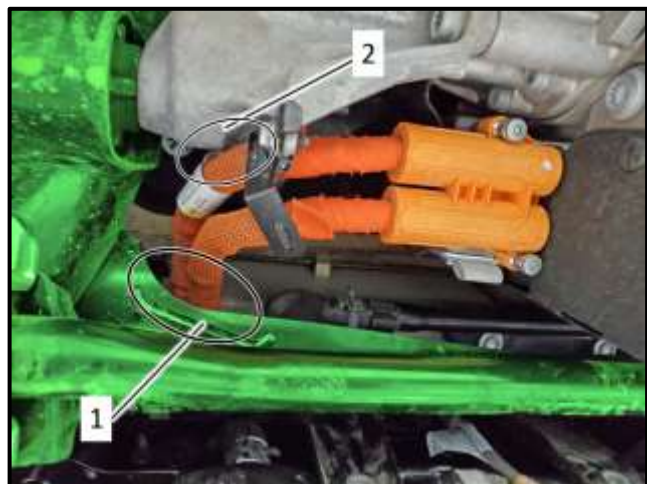
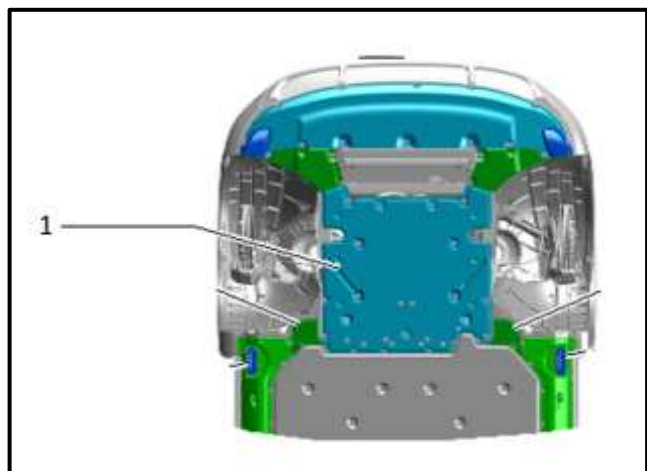


! NOTE

This photo shows the release mechanism properly installed.

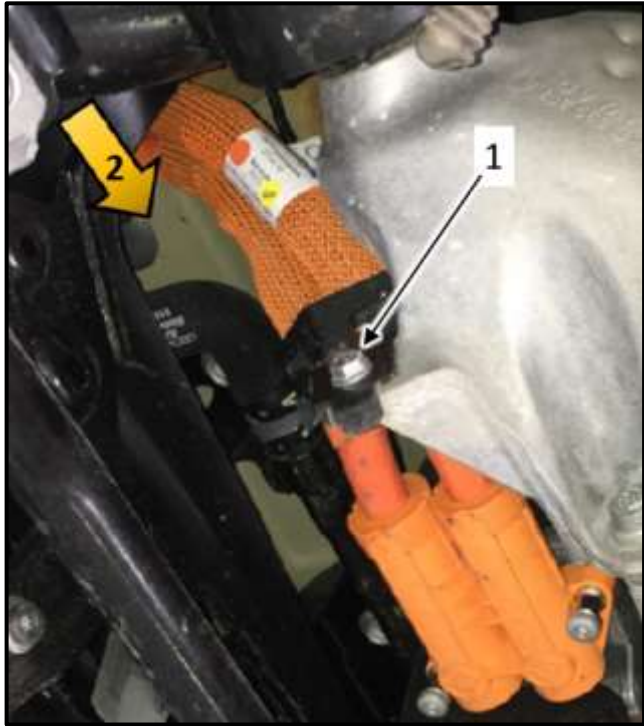
- Work for Criteria 07 is complete.

Criteria 09 – Service High-voltage Cable



- Remove rear underbody trim panel <1>.
- Visually inspect the high-voltage cable to the rear electric drive.
 - The cable must not be in contact with the subframe <1> or rear electric drive unit <2>.
- If the high-voltage cable is not making contact:
 - No further work is required.
 - Re-install underbody trim panel in the reverse order of removal.
 - Torque M6 bolts to 8 Nm.
 - Torque other bolts to 2 Nm.
- If the high-voltage cable is making contact with either component and only the outer woven aramid covering is damaged:
 - The high-voltage cable requires aligning.
 - Proceed to repair step “**Aligning high-voltage cable**”.
- If the inner insulation is damaged:
 - The high-voltage cable must be replaced.
 - See ELSA Repair Manual: *Repair manual > Motor > Electric Drive Motor 0EF > 93 Electric drive > High-Voltage Cables > Drive Motor High-Voltage Wiring Harness, Removing and Installing > Rear Motor High-Voltage Cable Set, Removing and Installing*

Aligning high-voltage cable (if necessary):



- Loosen bolt <arrow 1>.
- Press cable towards the front of the vehicle <arrow 2>.
- While holding cable forward, torque bolt <arrow 1> to 9 Nm.
- If the high-voltage cable is no longer making contact:
 - No further work is required.
 - Re-install underbody trim panel in the reverse order of removal.
 - Torque M6 bolts to 8 Nm.
 - Torque other bolts to 2 Nm.



- If the high-voltage cable is still making contact:
- De-energize the high-voltage system.

DANGER

High voltage increases the risk of fatal injury.

Severe bodily injury or death by electrocution or electric arcs is possible.

Have an Audi high-voltage technician or an Audi high-voltage expert de-energize the high-voltage system.

- See ELSA Repair Manual: *Repair manual > Motor > Electric Drive Motor 0EF > 93 Electric drive > High-Voltage System, De-Energizing*
- Remove bolts <arrows>.
- Unplug connector.



- Unscrew bolt at bracket.
 - Press wiring harness towards front of vehicle as described above and bolt bracket back on to final torque while maintaining the tension.
 - Plug connector back in and tighten bolts to 7 Nm.
 - Verify high-voltage cable is not making contact.
 - Reinstall rear underbody trim panel in the reverse order of removal.
 - Torque M6 bolts to 8 Nm.
 - Torque other bolts to 2 Nm.
-
- **Work for Criteria 09 is complete.**

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: _____

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- 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.

Appendix A – Warning and Safety Precautions (additional information is also available in the ELSA Repair Manual)

Safety Precautions When Working ON the High-voltage System

DANGER

Extremely dangerous due to high voltage.

- The high-voltage system is under heavy voltage. Severe bodily injury or death by electrocution or electric arcs is possible.
- When working on the high-voltage system the high-voltage system must be de-energized.
- When performing procedures that do not directly affect the high-voltage system, in some cases it is still necessary to de-energize the high-voltage system.
- Pay attention when the high-voltage system must be de-energized. Refer to the Repair Manual
- Have an Audi high-voltage technician or an Audi high-voltage expert de-energize the high-voltage system.

The electric and magnetic fields are extremely dangerous.

- There are electric and magnetic fields on the high-voltage system. Death or serious injury are possible due to malfunction of active implants (for example cardiac pacemakers, insulin pumps).
- Persons with active implants may not perform procedures on the high-voltage system.

WARNING

Risk of injury - motor may start unexpectedly

It is difficult to determine whether the drive system of an electric vehicle or hybrid vehicle is active. Moving parts can trap or draw in parts of the body.

CAUTION

Risk of damage to high-voltage wiring

- Incorrect handling may result in damage to the insulation of high-voltage wires or high-voltage connectors.
- Do not support yourself on high-voltage cables or connectors.
- Never prop tools against high-voltage wiring or high-voltage connectors.
- Never bend or kink high-voltage wiring.
- Observe the coding of the high-voltage connectors when joining them up.

Safety Precautions When Working NEAR the High-voltage System

DANGER

Extremely dangerous due to high voltage.

- The voltage levels in the high-voltage system constitute a safety hazard. Danger of severe or fatal injuries from electric shock if high-voltage components or high-voltage wiring are damaged.
- Carry out a visual check of high-voltage components and high-voltage wiring.
- Never use cutting/forming tools or other sharp-edged implements.
- Never perform work using welding, brazing, thermal bonding or hot air in the area of high-voltage components and high-voltage cables.