

Service Action

Code: 93H6



Subject

Charge Level Indicator

Release Date

January 20, 2021

Affected Vehicles

| Country | Beginning Model Year | Ending Model Year | Vehicle | Vehicle Count |
|---------|----------------------|-------------------|--------------------------|---------------|
| USA | 2020 | 2020 | E-TRON SPORTBACK QUATTRO | 580 |
| USA | 2019 | 2019 | E-TRON QUATTRO | 10,395 |
| CAN | 2019 | 2019 | E-TRON QUATTRO | 917 |

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

On Audi e-tron vehicles manufactured within a specific period, water may enter at the connector for the charge level indicator, and, as a result, it may only be possible to open the charging flap via the manual release mechanism.

Corrective Action

The charge level indicator on the affected vehicles must be serviced or, if damaged, replaced.

Code Visibility

On or about January 20, 2021, the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in January 2021. Owner letter examples are included in this bulletin for your reference.

Campaign Expiration Date

This campaign expires on **December 31, 2023**. 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 costs associated with this repair will apply.

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.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Parts Information (if necessary)

| | |
|---|--|
| 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 |
|---|--|

| | |
|---|---|
| Initial Allocation: NO | There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population. |
|---|---|

| | |
|--|---|
| Repair Projection Tool: (right click to open) |  |
|--|---|

| Criteria | Quantity | Part Number | P.O.C. Part Description | Ordering Method |
|---|----------|------------------------------------|---|-----------------|
| L1 or L2 | 0.20 | D -469-101-A3 | Adhesive | VIN to Order |
| <i>Or, only if a charge door insert requires replacement:</i> | | | | |
| L1 | 1 | 4KE-810-001 or 4KE-810-001-B | Insert (left charge door unit) Refer to ETKA to ensure the correct insert is ordered. | VIN to Order |
| L2 | 1 | 4KE-810-001 or 4KE-810-001-B | Insert (left charge door unit) Refer to ETKA to ensure the correct insert is ordered. | VIN to Order |
| | 1 | 4KE-810-002 | Insert (right charge door unit) | VIN to Order |

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

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 | 93H6 | | |
| 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 | | |
| Criteria I.D. | L1 | | |
| | Inspect charge level indicator connector, <u>no</u> damage or water intrusion found, seal charge level indicator connector | | |
| | LABOR | | |
| | Labor Op | Time Units | Description |
| | 9355 51 99 | 50 | Seal charge level indicator connector |
| | PARTS | | |
| | Quantity | Part Number | Description |
| | 0.20 | D 469101A3 | Adhesive |
| OR | | | |
| | Inspect charge level indicator connector, damage or water intrusion found, replace charge door unit (insert) | | |
| | LABOR | | |
| | Labor Op | Time Units | Description |
| | 9355 55 99 | 90 | Replace charge door unit |
| | 0150 00 00 | Time stated on diagnostic protocol | Clear repair related faults |
| | PARTS | | |
| | Quantity | Part Number | Description |
| | 1.00 | 4KE810001 -or- 4KE810001B | Insert (charge door unit) |

Continued on next page

| | | | |
|----------------------|--|------------------------------------|--|
| Criteria I.D. | L2 | | |
| | Inspect left <u>and</u> right charge level indicator connectors, <u>no</u> damage or water intrusion found, seal left <u>and</u> right charge level indicator connectors | | |
| | LABOR | | |
| | Labor Op | Time Units | Description |
| | 9355 52 99 | 80 | Seal charge level indicator connectors |
| | PARTS | | |
| | Quantity | Part Number | Description |
| | 0.20 | D 469101A3 | Adhesive |
| OR | | | |
| | Inspect charge level indicator connector, damage or water intrusion found, seal one charge door unit and replace one charge door unit (insert) | | |
| | LABOR | | |
| | Labor Op | Time Units | Description |
| | 9355 53 99 | 120 | Seal charge level indicator connector (one side) and replace charge door unit (other side) |
| | 0150 00 00 | Time stated on diagnostic protocol | Clear repair related faults |
| | PARTS | | |
| | Quantity | Part Number | Description |
| | 0.20 | D 469101A3 | Adhesive |
| | <i>-and-</i> | | |
| | 1.00 | 4KE810001 -or- 4KE810001B | Insert (left charge door unit) |
| | <i>-or-</i> | | |
| | 1.00 | 4KE810002 | Insert (right charge door unit) |

Continued on next page

| | | | |
|-----------|---|------------------------------------|---------------------------------|
| OR | | | |
| | Inspect charge level indicator connector, damage or water intrusion found on both connectors, replace left and right charge door units (insert) | | |
| | LABOR | | |
| | Labor Op | Time Units | Description |
| | 9355 56 99 | 140 | Replace two charge door units |
| | 0150 00 00 | Time stated on diagnostic protocol | Clear repair related faults |
| | PARTS | | |
| | Quantity | Part Number | Description |
| | 1.00 | 4KE810001 -or- 4KE810001B | Insert (left charge door unit) |
| | 1.00 | 4KE810002 | Insert (right charge door unit) |

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 93H6 - Charge Level Indicator
2019-2020 Model Year Audi e-tron vehicles**

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 2019-2020 Model Year Audi e-tron vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? On Audi e-tron vehicles manufactured within a specific period, water may enter at the connector for the charge level indicator, and, as a result, it may only be possible to open the charging flap via the manual release mechanism.

What will we do? Your authorized Audi dealer will service the charge level indicator or, if damaged, replaced it on the affected vehicles. This work will take about an hour to complete and will be performed for you free of charge.

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. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

This service action will be available for you free of charge only until December 31, 2023. If you wish to have this service performed after that date, your dealer's normal costs 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>

**Subject: Service Action 93H6 - Charge Level Indicator
2019-2020 Model Year Audi e-tron vehicles**

Dear Audi Owner,

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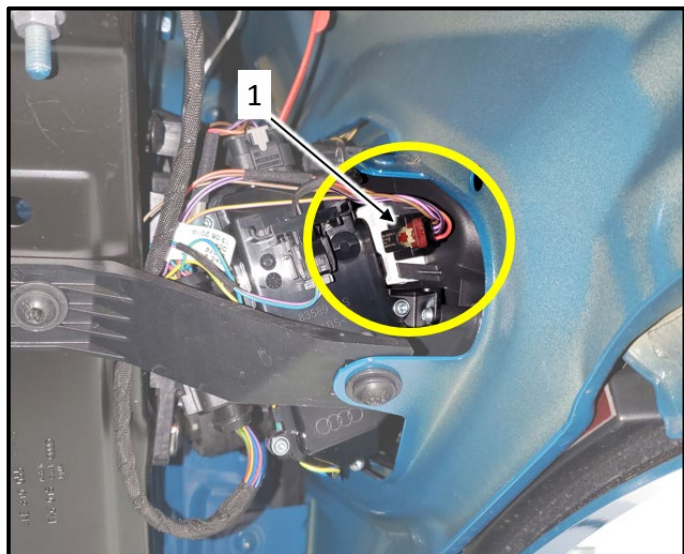
Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

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

Repair Overview



- Inspect charge level indicator connector and:
 - Seal connector if no water is present
 - OR-
 - Replace charge door unit if water is present.

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.

Required Tools



Cartridge Gun
-VAG1628-
(or equivalent)



Small brush
(locally sourced shop
supply)

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.

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

 **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 prior to completing this campaign.**
- Proceed to Section B.**

Section B – Charge Level Indicator Connector Inspection

NOTE

Vehicles with Criteria L2

The following work steps illustrate work on the left (driver) side of the vehicle. Repeat the steps as needed for the right side.

Fold left front fender liner back:

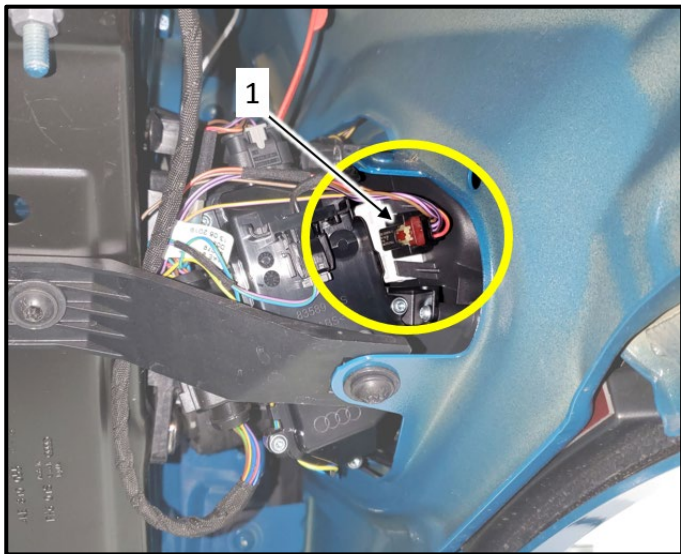
- Raise vehicle on hoist.
- Remove left front wheel.
- Remove fender liner fasteners from the rear section of the front inner fender liner.

NOTE

e-tron Quattro shown. The exact location of the fasteners may vary depending on model.

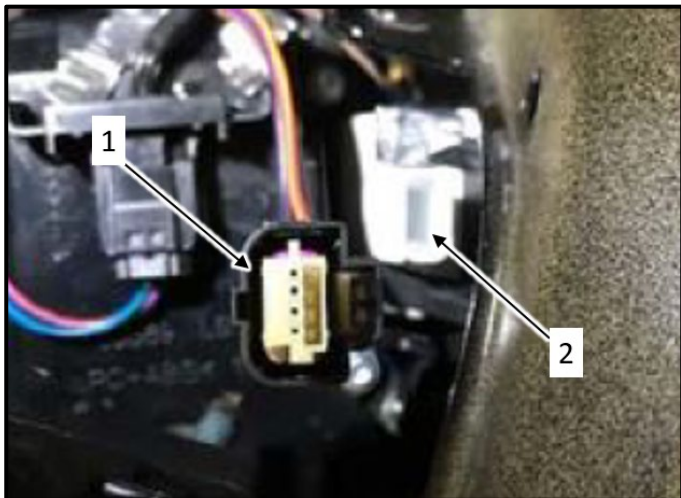


- Fold left front inner fender liner back to access the charge door unit connectors.



Disconnect connector:

- Unlock and disconnect connector <1> for the charge level indicator.



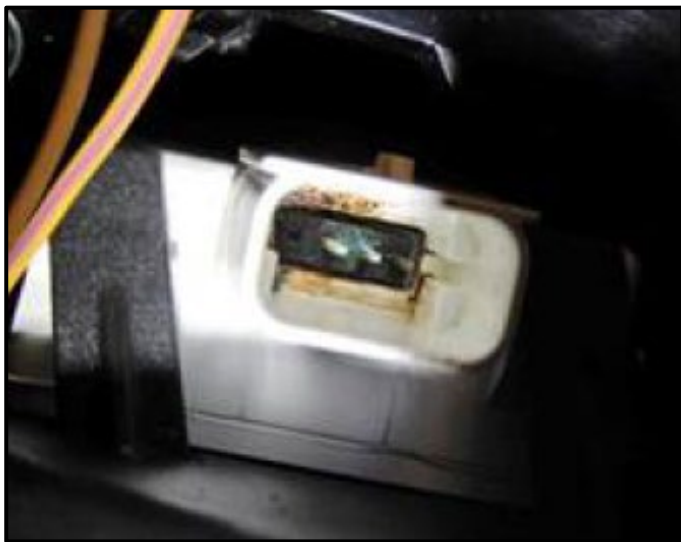
NOTE

Vehicles with Criteria L2

Both charge door units must be inspected.

Inspect connector for damage:

- Inspect the connector on the charge door unit <2> and the wiring harness <1> for signs of moisture, corrosion or water intrusion.
- Use an inspection mirror to check connector <2>.
- If no damage is found:
 - The connector must be sealed.
 - Proceed to Section C.
- If there are signs of moisture, corrosion or water intrusion:
 - The charge door unit must be replaced.
 - Proceed to Section D.



Section C – Sealing Charge Level Indicator Connector

NOTE

Vehicles with Criteria L2

The following work steps illustrate work on the left (driver) side of the vehicle. Repeat the steps as needed for the right side.

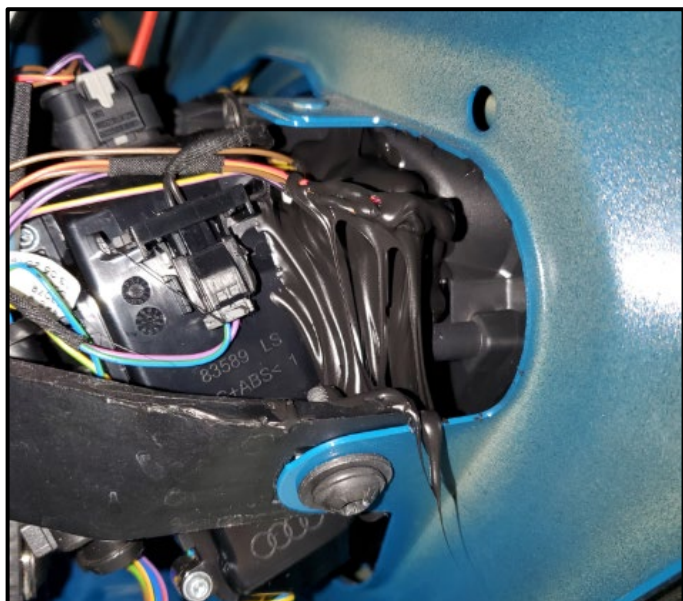
NOTE

The sealant can be reused once opened.

Seal the opened canister with a plastic bag, for example.



- Apply a sealant bead at least 8 mm thick around the base of the connector on the charge door unit.
- Do not apply sealant inside the connector.
- Plug in connector and press it into the sealant.
- Lock the connector.



- Completely encase the connector with sealant.



- Smooth out the sealant using a small brush.



Reinstall left front fender liner and wheel:

- Installation is the reverse order of removal.
- Torque fasteners to 2 Nm.
- Install left front wheel.
 - Torque lug bolts to 160 Nm.

Proceed to Section E

Section D – Replacing Charge Door Unit

NOTE

Vehicles with Criteria L2

The following work steps illustrate work on the left (driver) side of the vehicle. Repeat the steps as needed for the right side.

NOTE

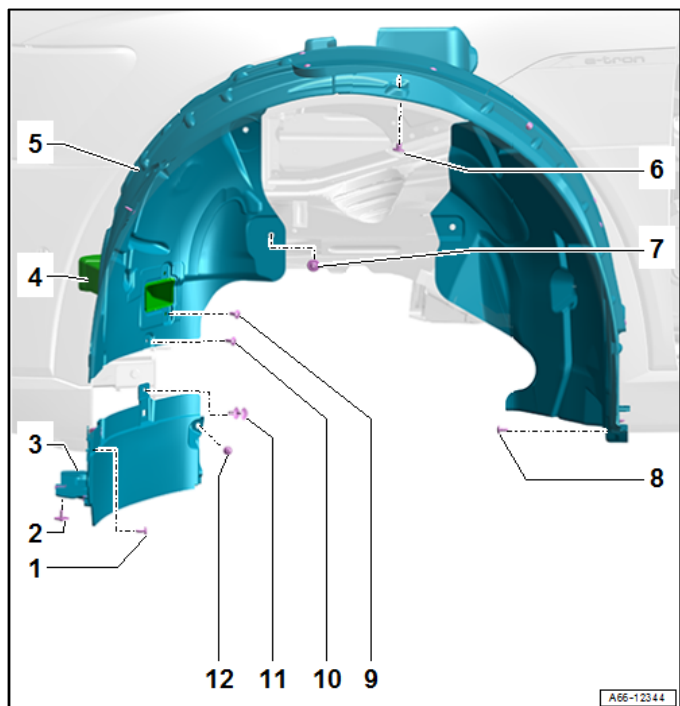
The new charge door unit does not have to be sealed.

Fully remove left front wheel housing liner:

- Remove fasteners <6-10>.
- Remove wheel housing liner <5>.

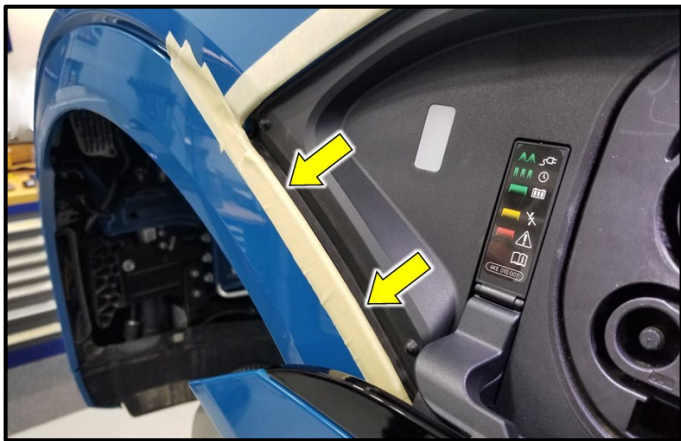
NOTE

Lower section <3> and air duct <4> do not require removal.

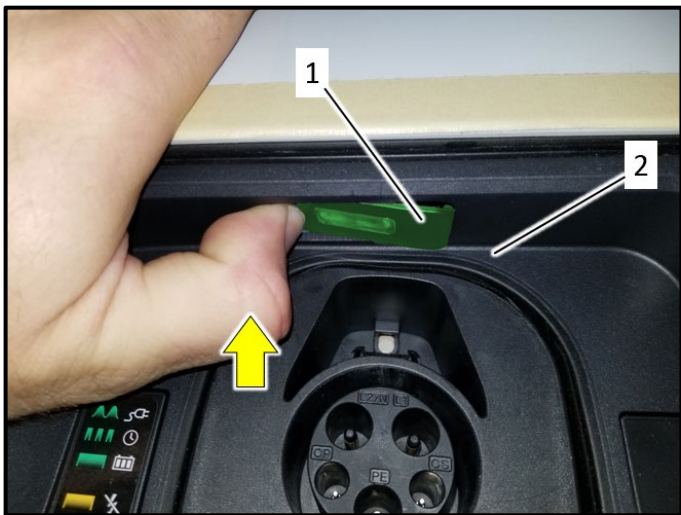


Mask off area around charge door unit:

- The area around the charge door unit must be taped off to avoid damaging the paint.
- The tape should be applied with the charge door open to ensure maximum coverage.
- The shaded area along the wheel arch trim must have multiple layers of tape.

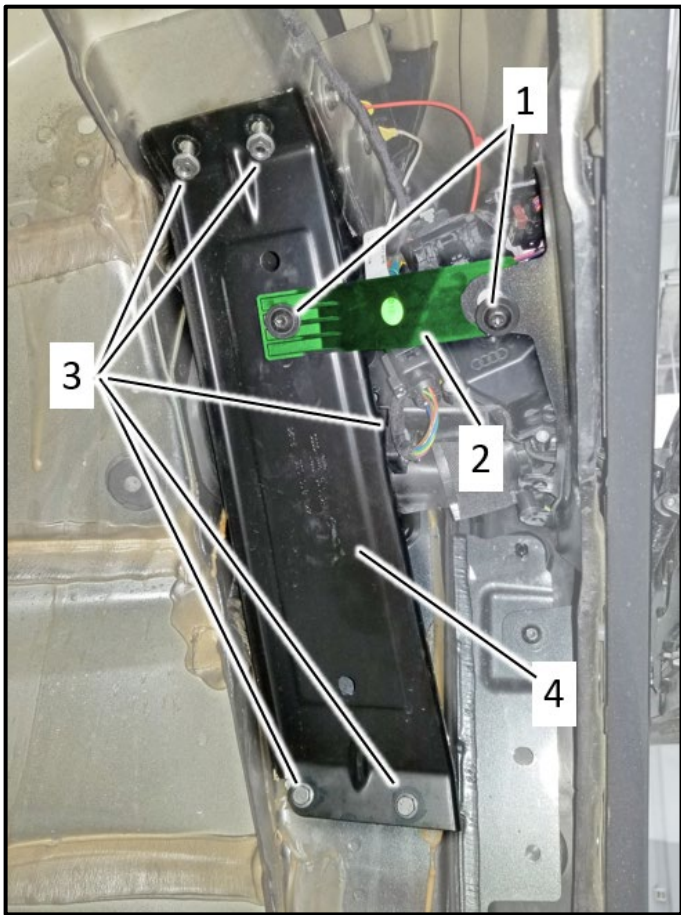


- The tape on the wheel arch trim should also cover the inside edge of the trim <arrows>.
- ***There must be multiple layers of tape along the wheel arch trim to prevent damage during removal and installation of the charge door unit.***



Remove charge door lamp:

- Press upward on the charge door lamp <1> as shown and remove lamp downward from charge door unit <2>.
- Disconnect the lamp.



Remove brackets:

- Remove bolts <1>.
- Remove bracket <2>.
- Remove bolts <3>.
- Remove bracket <4>.

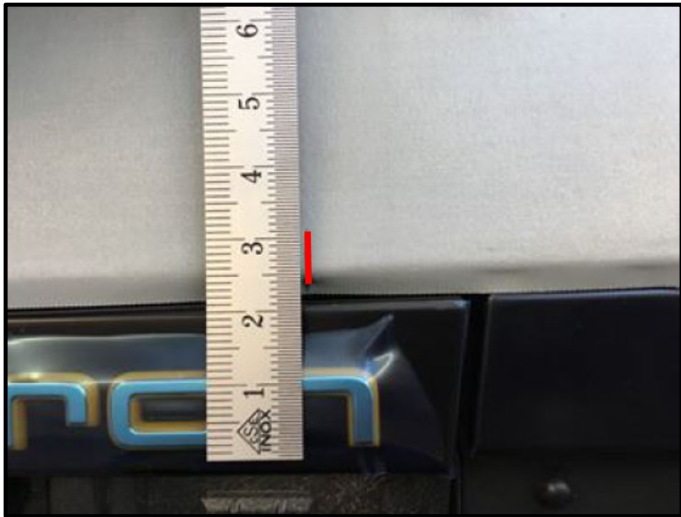


Removing the charge door unit:

NOTE

Contrary to the information in the ELSA Repair Manual, it is not necessary to remove the front door or the wheel arch cover.

- The five locking tabs for the charge door unit are at the locations shown <arrows>.
- Locking tabs <1, 2 and 3> can be accessed through the body, in the fender well.
- Locking tab <4> can be accessed through the charge door light opening.
- Locking tab <5> will require drilling.



Removing locking tab <5>:

- Close charging flap.
- Make a mark on the tape referenced to the middle of the "n" of "e-tron".

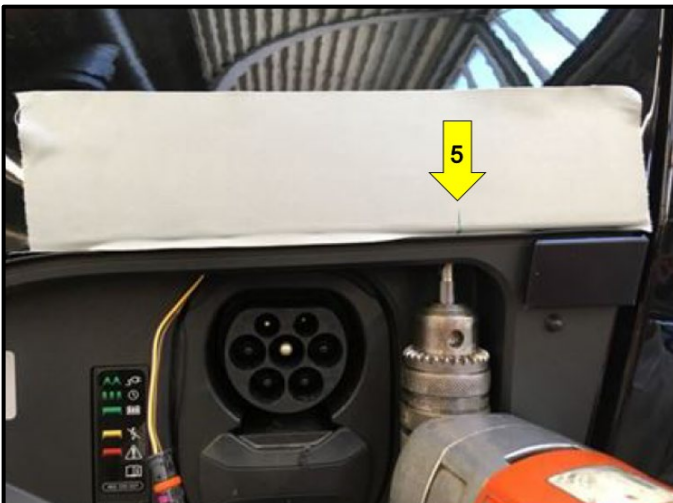
NOTE

Vehicles with Criteria L2

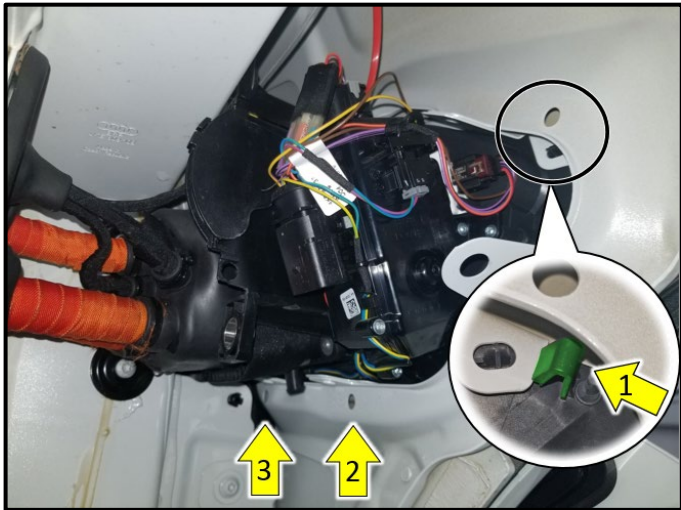
The reference mark can be made using the letter "e" on the emblem on the charging flap door located on the right (passenger) side.



- Open charging flap.
- Make a drill reference mark in line with the previously made mark <circle> 2 cm away from charge door unit as shown.

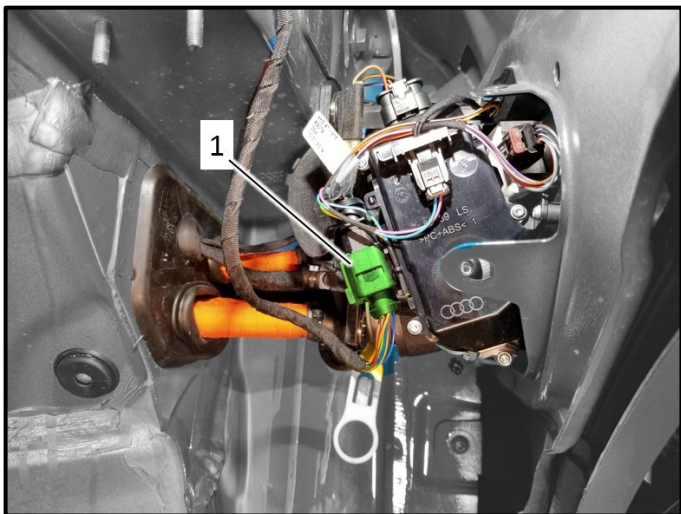


- Drill through locking tab <5> at the reference mark using an angled drill/angled bit and a short commercially available spot weld drill (diameter approx. 7 mm) to a depth of approx. 15 mm at the marked location.
- Remove drilling residue at charging socket using a compressed air gun.



Removing locking tabs <1, 2 and 3>:

- Release locking tabs <2 and 3> through the holes <arrows> in the body using a pick/hook tool or a flat bladed screwdriver.
- Locking tab <1> is exposed and can be released using a pick/hook tool or a flat bladed screwdriver.



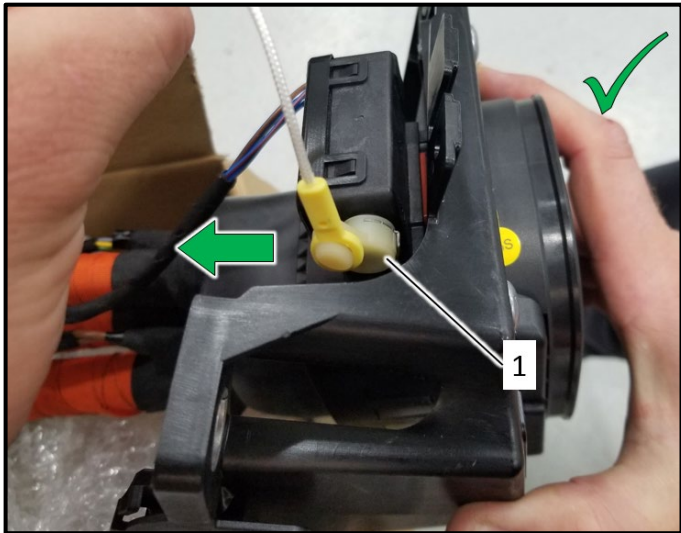
Disconnect connector to charge door unit:

- Disconnect connector <1> from charge door unit.



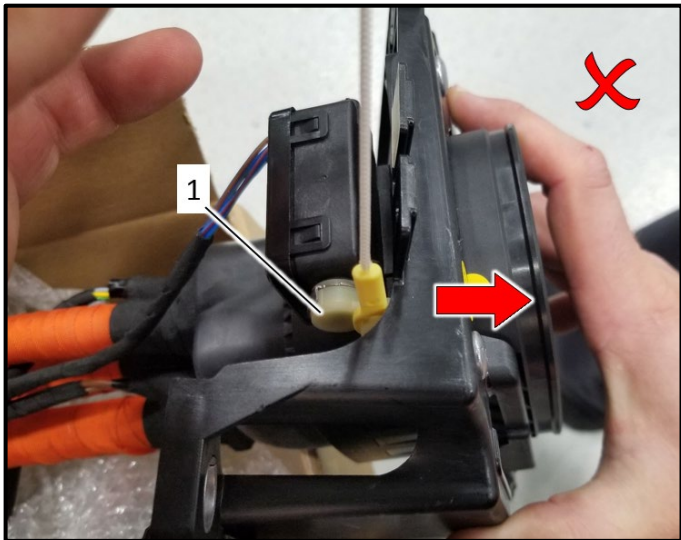
Remove charge door unit:

- Remove charge door unit.
- ***The wheel arch trim <1> must be pressed out carefully at the same time to enable the charging flap unit to be removed.***



Prepare charge door unit for installation:

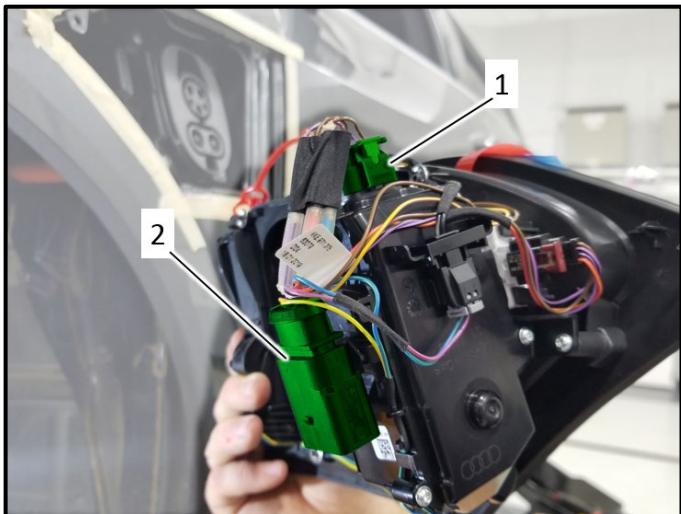
- Before securing the charging socket, ensure the emergency release cable lever <1> is in the position shown (pointed inward).



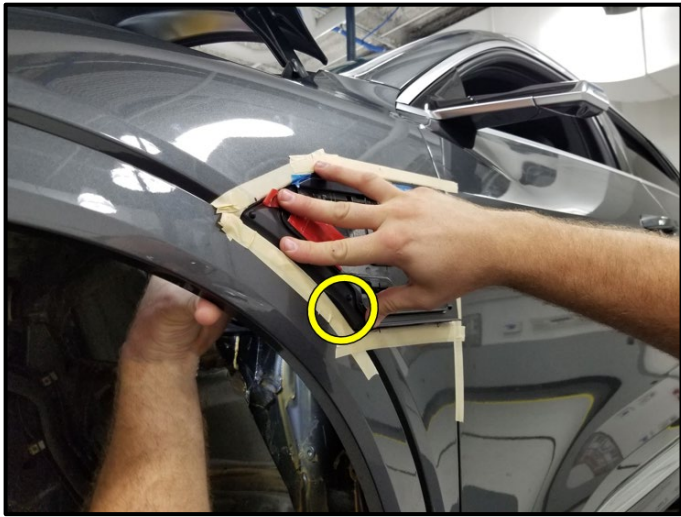
- If the lever <1> is in the incorrect position (pointed outward), the lever will not operate correctly and could break.

NOTE

Charging socket shown removed for clarity.

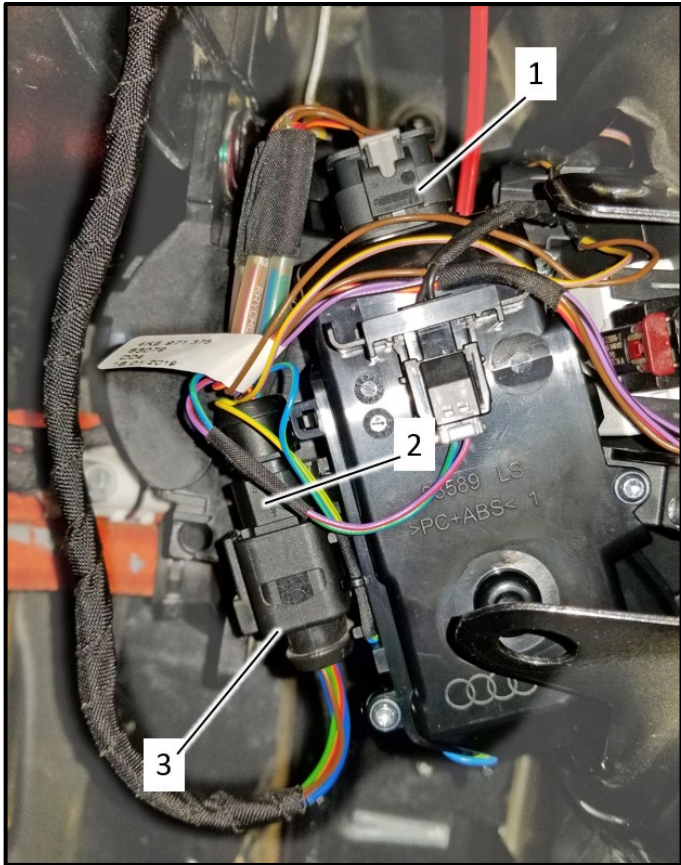


- Before installing the charge door unit, disconnect connector <1> and unclip connector <2>. This reduces the risk of damaging the new charge door unit and wiring.



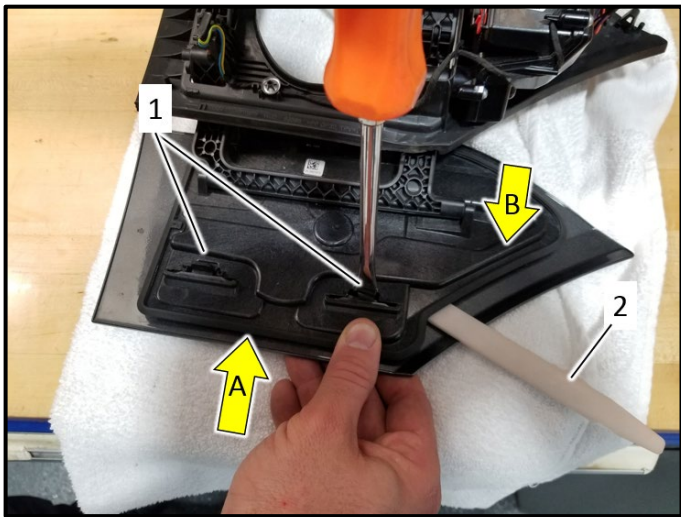
Install charge door unit:

- Installation is the reverse order of removal.
- Add more tape to the fender trim if necessary.
- Feed emergency release cables to their installed location.
- Pay attention to all connectors and wiring so they are not damaged.
- ***The fender trim will have to be pressed out slightly during installation.***
- Install the charge door unit behind the fender trim at <circle> first.
- After the charge door unit is installed, press the fender trim back in firmly.
- Reconnect previously removed connectors.



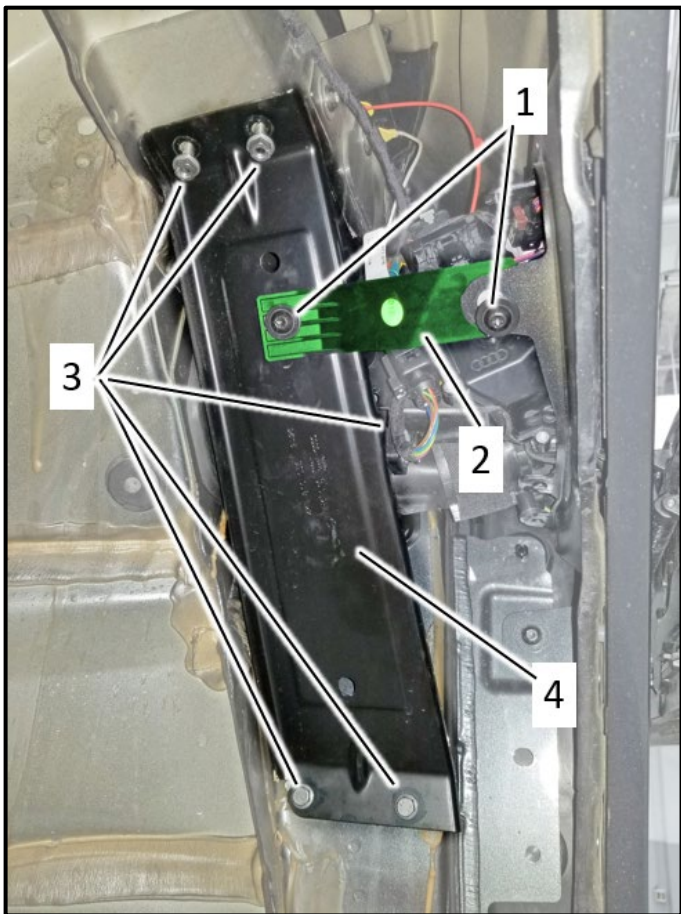
Reconnect connectors:

- Reconnect and lock connector <1>.
- Secure connector <2> to the charging socket.
- Connect connector <3>.



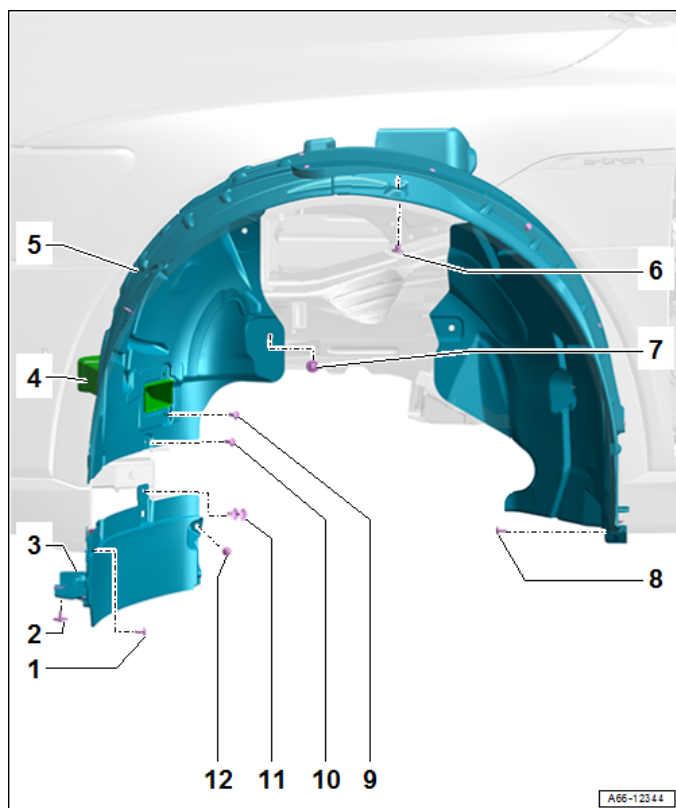
Swap charge door unit panel:

- Insert a trim removal wedge <2> as shown and at <arrow A> to aid in releasing the tabs <1>.
- Release locking tabs <1> with a screwdriver.
- Once the locking tabs are released, pull the panel away from the charge door unit and remove in direction of <arrow B>.
- If adhesive tape is present, remove all residue from the panel.
- Clean the panel with isopropyl alcohol (shop supply) and allow the panel to dry completely.
- Install the panel onto the new charge door unit in the reverse order of removal.



Reinstall brackets:

- Installation is the reverse order of removal.
- Torque bolts <3> to 10 Nm.
- Torque bolts <1> to 6 Nm.



Reinstall left front fender liner:

- Installation is the reverse order of removal.
- Torque fasteners to 2 Nm.
- Install left front wheel.
 - Torque lug bolts to 160 Nm.

Proceed to Section E

Section E – 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 F

Section F - 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.