



AUDI DEALER COMMUNICATION

Repair Available – Service Action 93H6 / Charge Level Indicator

This notice is for:

✓ Dealer Principal	✓ Service Manager	✓ Warranty Administrator
✓ General Manager	✓ Parts Manager	✓ Technicians
✓ Sales Managers	✓ Service Advisor	

Date: January 19, 2021

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.

Repair:

- REPAIR AVAILABLE – January 20, 2021 - The charge level indicator on the affected vehicles must be serviced or, if damaged, replaced. See ELSA/ServiceNet for complete repair & claiming instructions
- Check daily campaign open inventory report or OMD for affected vehicles in inventory
- Repair every affected inventory vehicle before delivery to consumers.

Parts Department: There will be no parts allocation.

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

**Counts reflect overall population; some vehicles may have already been repaired. 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.*

Notes:

- Schedule owner repairs immediately
- Owner mailing - January 2021

-END OF MESSAGE-

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Audi Public Relations.