

Service Action

Code: 93K4



Subject	Battery Monitoring Control Module																		
Release Date	May 25, 2021																		
Affected Vehicles	<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>2021</td> <td>2021</td> <td>E-TRON QUATTRO</td> <td>12</td> </tr> <tr> <td>USA</td> <td>2021</td> <td>2021</td> <td>E-TRON SPORTBACK QUATTRO</td> <td>3</td> </tr> </tbody> </table>				Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2021	2021	E-TRON QUATTRO	12	USA	2021	2021	E-TRON SPORTBACK QUATTRO	3
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USA	2021	2021	E-TRON QUATTRO	12															
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	<p><i>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.</i></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. 																		
Problem Description	On a small number of Audi e-tron vehicles manufactured within a specific period, battery module control units were interchanged due to a process discrepancy during battery production.																		
Corrective Action	Replace the control unit for battery module monitoring.																		
Code Visibility	On or about May 25, 2021, the campaign code will be applied to affected vehicles.																		
Owner Notification	Owner notification will take place in May 2021. Owner letter examples are included in this bulletin for your reference.																		
Campaign Expiration Date	This campaign expires on May 25, 2026 . 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	<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
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Parts Control Type: Free Order	Parts will be managed by Free Order
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Initial Allocation: NO	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 (See details above)
ALL	Up to 2	4KE-915-215-B	CONTR.UNIT	VIN to Order
	8	12E-915-754	VALVE	Free Order
	1	4KE-121-809-B	SEAL	Free Order
	4	4KE-801-332	SOUND ABS	Free Order
	4	4KE-801-557	COVER	Free Order
	2	4KE-805-696	SOUND ABS	Free Order
	1	4KE-915-433	GASKET	Free Order
	2	4KE-915-434	GASKET	Free Order
	3	80A-886-373	GASKET	Free Order
	3	D -450-P00-M2	BUTYL TAPE	Free Order
	~2.2	G -12E-050-1G DSP	Coolant (1 gallon pre-mixed)	POC/Drop Ship
	18	N -101-961-07	Screw	Free Order
	2	N -104-626-01	BOLT	Free Order
	50	N -106-847-01	BOLT	Free Order
	2	N -906-132-01	SEAL RING	Free Order
	2	N -911-407-01	BOLT	Free Order
	18	N -911-469-01	SCREW	Free Order
	2	N -911-900-02	BOLT	Free Order
	2	N -912-721-01	SCREW	Free Order
	Up to 95	WHT-008-659 and/or WHT-008-958	BOLT	Free Order
13	WHT-008-738-A	BOLT	Free Order	

The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2021 Audi Group of America, Inc. and Audi Canada. All Rights Reserved.

 **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.

Service Number	93K4		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark CONTR.UNIT* as causal part		
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, 05, 08, 09 or 14 OR 03 and 04 (claim both criteria on one claim)		
	LABOR		
	Labor Op	Time Units	Description
	9328 19 99	1260	Replace control unit(s) for battery module monitoring
	2706 89 50	10	Connect battery charger
	0150 00 00	Time stated on diagnostic protocol	GFF Operations
	PARTS		
	Quantity	Part Number	Description
	Up to 2.00	4KE915215B	CONTR.UNIT*
	8.00	12E915754	VALVE
	1.00	4KE121809B	SEAL
	4.00	4KE801332	SOUND ABS
	4.00	4KE801557	COVER
	2.00	4KE805696	SOUND ABS
	1.00	4KE915433	GASKET
2.00	4KE915434	GASKET	

Continue to next page

	3.00	80A886373	GASKET
	3.00	D 450P00M2	BUTYL TAPE
	2.2	G 12E050S0	COOLANT
	18.00	N 10196107	SCREW
	2.00	N 10462601	BOLT
	50.00	N 10684701	BOLT
	2.00	N 90613201	SEAL RING
	2.00	N 91140701	BOLT
	18.00	N 91146901	SCREW
	2.00	N 91190002	BOLT
	2.00	N 91272101	SCREW
	95.00	WHT008659 and/or WHT008958	BOLT
	13.00	WHT008738A	BOLT

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 93K4 - Battery Monitoring Control Module

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 2021 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 a small number of Audi e-tron vehicles manufactured within a specific period, battery module control units were interchanged due to a process discrepancy during battery production.

What will we do? Your authorized Audi dealer will replace the control unit for battery module monitoring. This work will take about two days 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 May 25, 2026**. 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>

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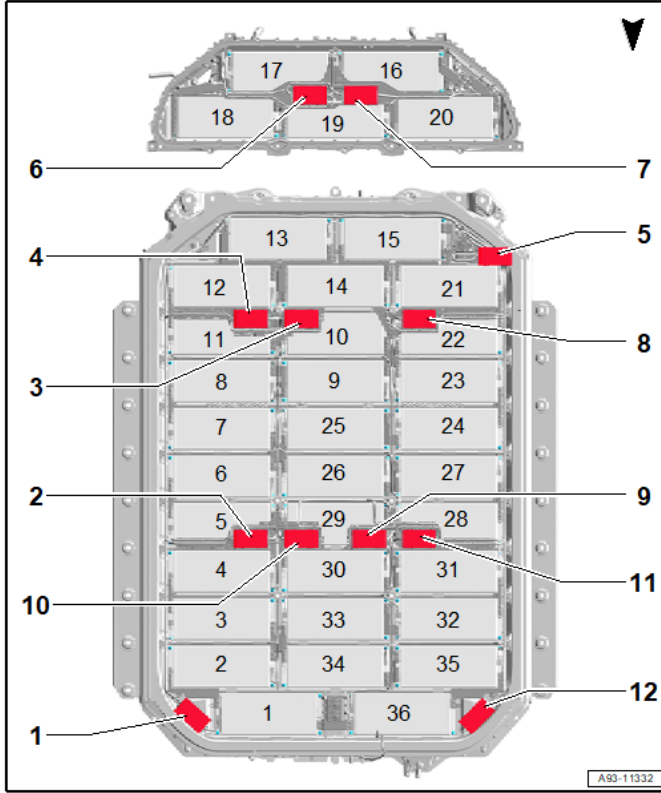
Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

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



- Replace Battery Module Control Module(s) per VIN criteria.

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 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 – Repair Procedure

DANGER

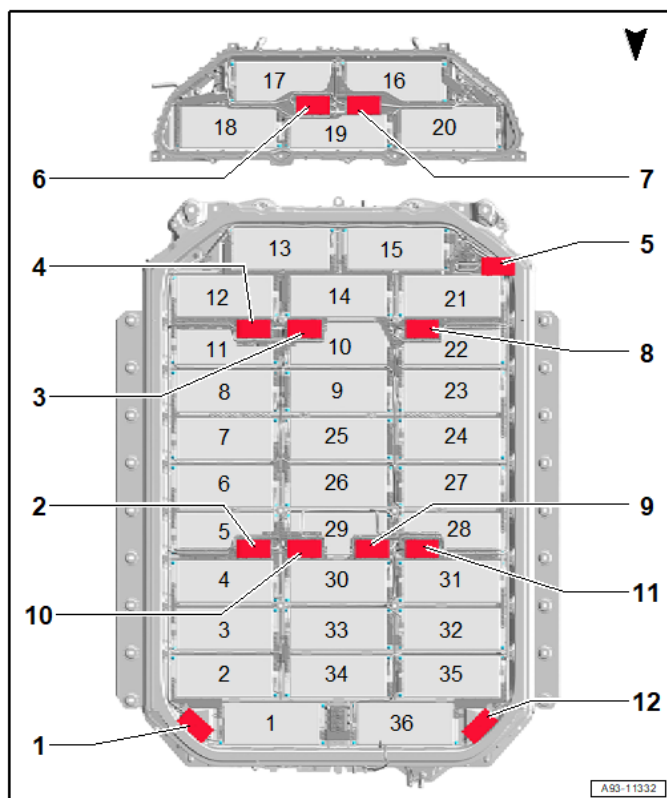
High voltage increases the risk of fatal injury

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

- The following activities may only be performed by a qualified high-voltage expert HVE.
- Reference current Service Information regarding Personal Protective Equipment (PPE) found in ServiceNet.

WARNING

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



- The VINs criteria corresponds with what Battery Module Control Module is to be replaced.

Criteria	Module to Replace
01	1
03 and 04	3 and 4
05	5
08	8
09	9
14	12

- Replace the Battery Module Control Module(s) according to the ELSA Repair Manual:
 - See ELSA Repair Manual: *Repair manual > Motor > High-Voltage Battery > 93 Electric drive > High-Voltage Battery Components > Battery Module Control Module, Removing and Installing*
- Adhere to all warnings outlined in the repair manual.
- Reference ELSA Repair Manual for special tools.
- Some vehicles may have more than one criteria, which means more than one Battery Module Control Module requires replacement.
- While the high voltage battery is apart, inspect the other Battery Module Control Module's part numbers. If the part number is not 4KE-915-215-B, replace the incorrect module.
- After the repair is complete, perform the Guided Functions test plan, “*Replace battery modules control units.*”

- After completing this test plan, a message in the test plan will read, ***“Hardware requiring checking was detected... The following control units are invalid for this vehicle!”***
 - Select “SVM code input” in Guided Fault Finding.
 - Perform software update with SVM code **93K4A188**.
 - Send diagnostic protocol online.

Proceed to Section C

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: _____

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 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.