



Audi

AUDI DEALER COMMUNICATION

Repair Available – Service Action 93K8 / Portable Charging Unit Default Setting & Label

This notice is for:

- ✓ Dealer Principal
- ✓ General Manager
- ✓ Sales Managers

- ✓ Service Manager
- ✓ Parts Manager
- ✓ Service Advisor

- ✓ Warranty Administrator
- ✓ Technicians

Date: January 24, 2022

About this Service Action:

The charging equipment provided with the Audi vehicles in this service action can be used to its full capacity by following the safety information provided in the Owner’s Manual and by ensuring that a qualified electrician has inspected the home’s electrical wiring for safe operation of the charging equipment. Should the proper electrical requirements not be met, use of the compact charging system with improper or overburdened 220V power outlets and wiring may, in certain circumstances, lead to a risk of overheating of the home infrastructure. Power outlets and wiring incapable of handling the required electrical current can cause electric shock or home infrastructure damage when charging the high-voltage battery using the compact charging system.

Repair:

Audi has decided to have an authorized Audi dealer change the setting on the charging system control unit to 50% and attach a warning label to the control unit of the Audi compact charging system.

Customers are asked to bring the charging equipment that came with the vehicle, including: (1) the control unit, (2) the vehicle cable with vehicle charging connector, (3) the power cable with power plug for household sockets, and (4) the power cable with plug for 220/240V industrial sockets, to an authorized Audi dealer to take these steps.

NOTE: The charging equipment provided by Audi has been tested and can be used to its full capacity if the safety information provided in the Owner’s Manual is observed and by ensuring that a qualified electrician has inspected your home’s electrical wiring for safe operation of the charging equipment.

It will still be possible to charge at a charging current of 100% by pressing the button (100%) on the control unit. If a customer does this, they should be sure that their home power supply meets all the requirements for safely charging the high-voltage battery at a current rating of 40 amperes, which likely requires additional amperage capacity to meet applicable electrical codes (please confirm with a qualified electrician). A description of requirements for safe home charging can be found in the “Charging the high-voltage battery” chapter of the Audi vehicle’s owner’s manual.

Customers who have any questions or concerns about the adequacy of their home power supply, should consult with a qualified electrician to ensure it meets these requirements.

- REPAIR AVAILABLE – January 25, 2022
- 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:

Dealers will be sent an initial allocation prior to customer notification. Please see the campaign circular for further details.

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.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	A7	600
USA	2020	2021	A8	159
USA	2019	2021	E-TRON QUATTRO	16,208
USA	2020	2021	E-TRON SPORTBACK QUATTRO	3,075
USA	2020	2021	Q5	8,910
CAN	2021	2021	A7	4
CAN	2020	2021	A8	7
CAN	2019	2021	E-TRON QUATTRO	1,251
CAN	2020	2021	E-TRON SPORTBACK QUATTRO	355
CAN	2020	2021	Q5	494

**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 – February 2022

-END OF MESSAGE-