

<b>Release Date</b>	05/05/2023	<b>Technical Service Bulletin</b>		
<b>93R5 UPDATE</b>				 <b>Audi</b>
<b>Retrofitting Connector Housing Cap – (NVLW)</b>				

#### Applicable Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2023	E-TRON GT	4,605
CAN	2022	2023	E-TRON GT	546

#### Revision History

Revision	Date	Purpose
1	May 05, 2023	Original publication

## Condition/Technical Background

<b>This Update has been proactively released to prevent the following condition(s) from occurring in the vehicle:</b>	
Criteria	Technical Background
01	On Audi e-tron GT / RS e-tron GT vehicles manufactured within a specific period, water may enter the high-voltage connector housing due to a production irregularity.

## Remedy

Criteria	Remedy
01	Install a connector housing cap.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **93R5** code in the Elsa Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

## Service

### NOTE:

- Elsa is the only valid inquiry/verification source. Check Elsa on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show “open”. Attach an Elsa printout showing the “open” status to the repair order.
- If this UPDATE appears to have already been performed but the code still shows open in Elsa, contact Warranty before proceeding further. Another dealer may have recently performed this UPDATE but not yet entered a claim for it in the system.
- Elsa may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this UPDATE.
- Contact the Warranty Helpline (U.S.) or the Warranty Campaign Specialist (Canada) if you have any questions.

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

**EXAMPLE**

Campaign/Action	Start	Designation
	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

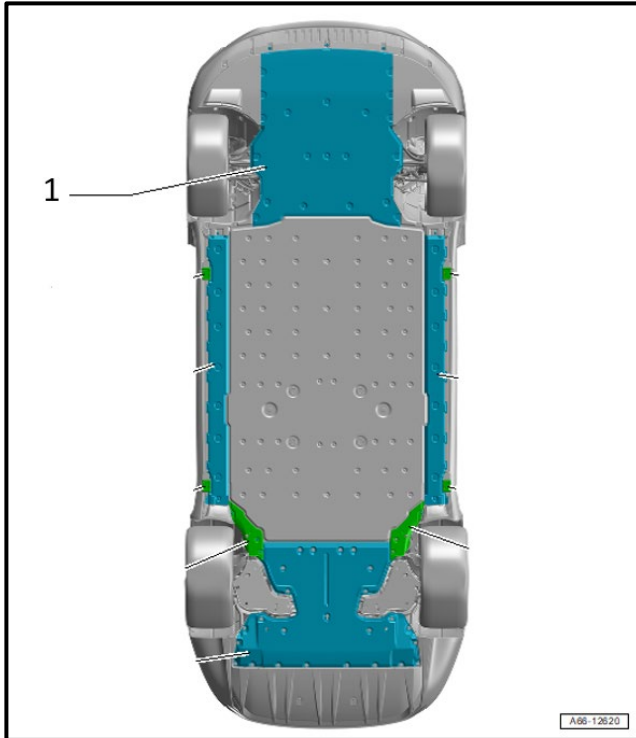
**STOP! STOP!**

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.

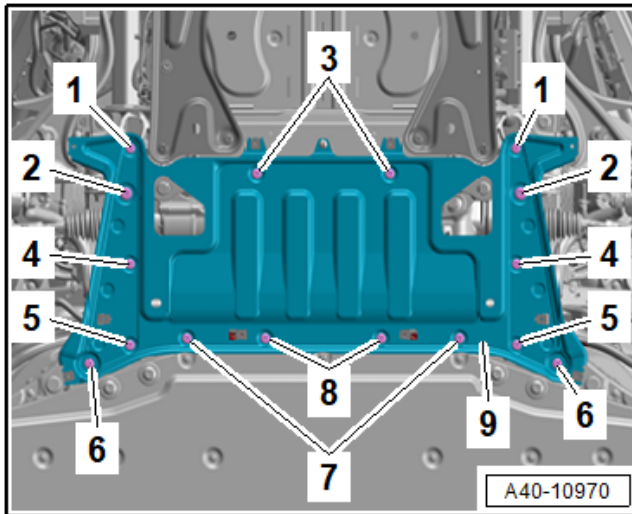
- **All Safety Recalls must be completed prior to completing this campaign.**

## 93R5 UPDATE

## Retrofitting Connector Housing Cap – (NVLW)



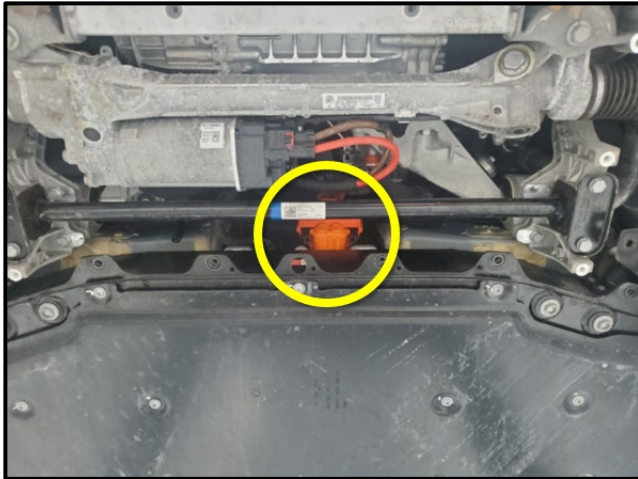
- Remove front underbody panel <1>.
- See ELSA Repair Manual: *Repair manual > Body > Body Exterior > 66 Exterior Equipment > Underbody Trim Panel > Overview - Underbody Trim Panels*



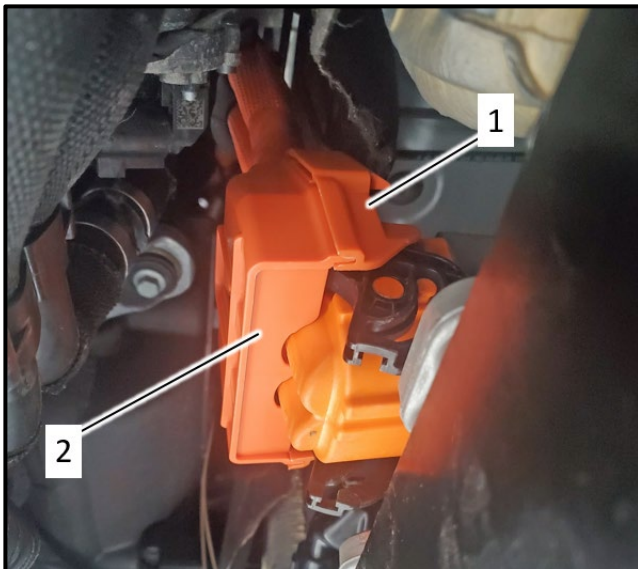
- Remove the bolts <1> through <8>.
- Remove the rear reinforcement <9>.

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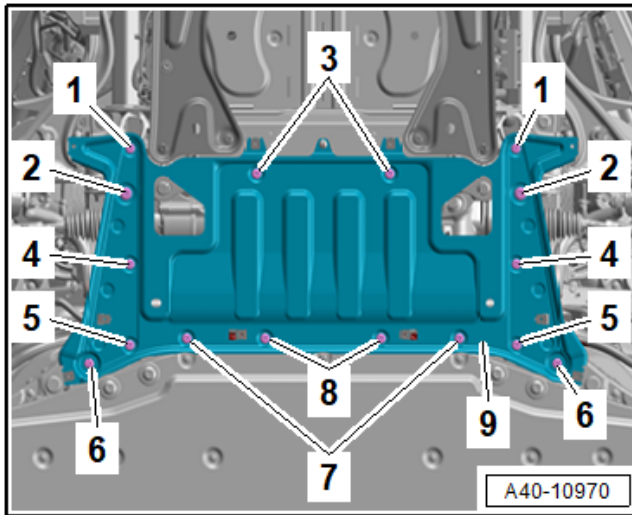
- Install connector housing cap around HV battery connector housing.



- Install rear cap <1> first.
  - Part number = 4J3-971-921.
- Then install front cap <2>.
  - Part number = 4J3-971-920.
- Ensure the two halves are clipped together.

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- Reinstall the rear reinforcement in the reverse order of removal.
- Torque the bolts in the following steps:

Step	Tighten bolts in sequence	Specification
1	<1> through <8>	By hand
2	<1>	30 Nm
3	<2>	55 Nm
4	<3> through <8>	30 Nm

- Reinstall underbody panel in the reverse order of removal and torque screws to 2.5 Nm.

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## Warranty

<b>Claim Entry Instructions</b>			
After Update has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action <u>open on the day of repair</u> to the repair order.			
If customer refused campaign work or vehicle is out of the specified warranty parameter for this Update:			
<ul style="list-style-type: none"> <li>✓ <u>U.S. dealers:</u> Submit the request through Audi Warranty Online under the <u>Campaigns/Update</u> option.</li> <li>✓ <u>Canada dealers:</u> Upload the repair order to Audi WIN/Operations/Campaign Closure.</li> </ul>			
<b>Service Number</b>	93R5		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	002		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark CAP (front)* as causal part		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
<b>Criteria I.D.</b>	01		
<b>LABOR</b>			
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	5192 19 00	SEE ELSA	Remove and install underbody panel
	5192 19 99	40	Remove and install reinforcement
	9326 59 99	10	Install connector housing caps
<b>PARTS</b>			
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	4J3971920	CAP (front)*
	1.00	4J3971921	CAP (rear)

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- Additional Actions** Some of the affected vehicles may be involved in additional Actions. Please check your Elsa Campaign/Action Information screen so that any *additional required work can be done simultaneously*.
- Verifying Vehicle Eligibility** To verify vehicle eligibility for this Update, *always* check the Elsa Campaign/Action Information screen. The Elsa system is the *only* binding inquiry and verification system; other systems are not valid and *may result in non-payment* of a claim.
- Help for Claim Entry** For questions regarding claim entry, contact Audi Warranty.
- Required Customer Notification** Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates completed under this Update.

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## Required Parts

<b>Parts Control Type:</b> <b>Free Order</b>	Parts will be managed by Free Order
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<b>Initial Allocation:</b> <b>YES</b>	Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, please reference the Repair Projection Tool (below) to view your potential VIN population.
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<b>Repair Projection Tool:</b> <b>(right click to open)</b>	
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	4J3-971-920	CAP (front)	Free Order
	1	4J3-971-921	CAP (rear)	

 <b>NOTE</b>
The specified part numbers reflect the status at the start of this Update. 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.

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.

## Additional Information

All parts and service references provided in this Update are subject to change and/or removal. Always check Elsa for the most current version of this document.