

Service Action

Code: 93R3



Subject Compact/Portable Charging System Cable (220V/240V) & Software Update

Document History

Date	Summary
04/06/2024	Updated claiming and work instructions
03/21/2024	Original publication

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2022	A7	615
USA	2020	2021	A8	169
USA	2022	2024	E-TRON GT	5,728
USA	2019	2024	E-TRON QUATTRO	36,337
USA	2020	2024	E-TRON SPORTBACK QUATTRO	10,267
USA	2022	2024	Q4 E-TRON SPORTBACK	4,265
USA	2022	2024	Q4 E-TRON SUV	13,660
USA	2020	2024	Q5	20,185
USA	2022	2024	RS E-TRON GT	2,047
CAN	2021	2022	A7	11
CAN	2020	2021	A8	7
CAN	2022	2024	E-TRON GT	511
CAN	2019	2024	E-TRON QUATTRO	3,179
CAN	2020	2024	E-TRON SPORTBACK QUATTRO	1,602
CAN	2022	2024	Q4 E-TRON SPORTBACK	604
CAN	2022	2024	Q4 E-TRON SUV	5,284
CAN	2020	2024	Q5	1,058
CAN	2022	2024	RS E-TRON GT	210

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.

About this Service Action:

Audi is providing an updated 220V/240V charging unit cable and a compact/portable charging system software update for vehicles included in this service action.

IMPORTANT! If Safety Recall 93U6 or Safety Recall 93U8 shows open in ELSA on the day of repair, dealers should perform the safety recall work and this service action during the same service visit.

Code Visibility

On or about March 21, 2024 the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in March 2024. Owner letter examples are included in this bulletin for your reference.

Campaign Expiration Date

This campaign expires on **March 21, 2029**. Work 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 work performed after the expiration date, your normal costs associated with this work 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

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method (see description below)
01	1	7PP-971-678-GA	CHARGE CBL	Automatic Allocation

Parts Control Type:
Automatic Allocation

Parts will be managed by Automatic Allocations. Please see the Repair Projection Tool for your allocation dates and quantity.

Currently, parts are very limited and requests for additional supply above your dealerships weekly Automatic Allocation quantity will not be approved.

Initial Allocation:
YES

Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, please reference the Repair Projection Tool to view your potential VIN population.

Repair Projection Tool:
(right click to open)



NOTE

Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

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	93R3		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark CHARGE CBL* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	01		
	Original portable charging kit present. Portable charger software updated and new cable provided.		
	LABOR		
	Labor Op	Time Units	Description
	0151 01 99	20	Update portable charger software
	9354 19 50	SEE ELSA	Charger cable remove+reinstall <i>(provide charging cable)</i>
	PARTS		
	Quantity	Part Number	Description
	1.00	7PP971678GA	CHARGE CBL*
OR	Customer is no longer in possession of the original portable charging kit OR Inventory vehicle does not have the original portable charging kit		
	LABOR		
	Labor Op	Time Units	Description
	9354 01 99	10	Original portable charging system kit not present

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 93R3 - Compact/Portable Charging System Cable (220V/240V) & Software Update

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 2019-2024 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

About this Service Action:

Audi is providing an updated 220V/240V charging unit cable and a compact/portable charging system software update for vehicles included in this service action. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

What should you do?

In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this work. 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.

To ensure your dealer can perform the work described in this letter, you must bring your vehicle's complete compact/portable charging system kit with you to your repair appointment, including all charging cables that belong with it.

Additional information:

- This service action will be available for you **free of charge only until March 21, 2029**. If you wish to have this service performed after that date, your dealer's normal costs associated with this repair will apply.
- 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 your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or sold the vehicle, or if you should have any questions about this communication, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.
- 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 93R3 - Compact/Portable Charging System Cable (220V/240V) & Software Update

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Additional information:

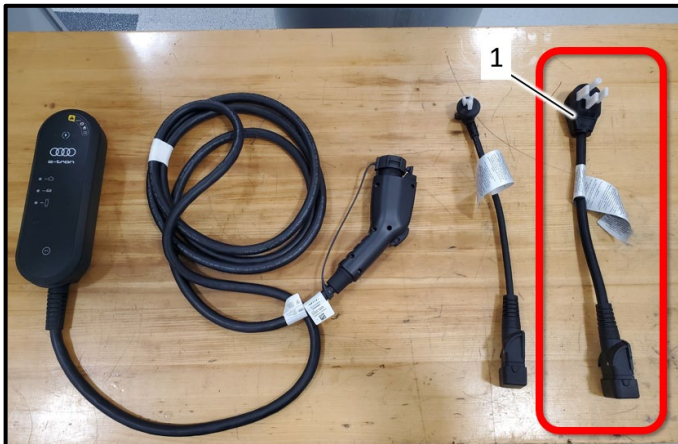
- This service action will be available for you **free of charge only until March 21, 2029**. If you wish to have this service performed after that date, your dealer's normal costs associated with this repair will apply.
- If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt.
- If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or sold the vehicle, or if you should have any questions about this communication, 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






- Update portable charger software.
- Supply a new 220/240V charge cable.

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

 <p>Diagnostic Tester -VAS6150X/6160X- (or equivalent)</p>	 <p>Diagnostic Adapter for High-Voltage Charging System -VAS611009KIT-</p>
 <p>110V cable from the portable charging kit</p>	

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



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 – Checking for Presence of Original Portable Charging Kit

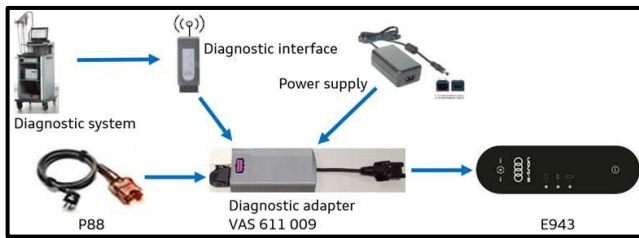


- If the original portable charging kit is present in the vehicle:
 - Proceed to Section C.
- If the original portable charging kit is not with the vehicle, **AND** the customer also states they no longer have possession of it:
 - Have the customer sign the RO stating that they do not have possession of the original portable charging kit.
 - Proceed to Section E.
- If the vehicle is in dealer inventory or a used vehicle (no customer associated with the vehicle), and the original portable charging kit is not present:
 - Document on the RO that the vehicle was inspected, and the original portable charging kit is not present.
 - Proceed to Section E.

! NOTE

Only the original portable charging kit that came with the vehicle from the factory is covered under this Service Action. Other style/brands of portable charging kits are not covered.

Section C – Update Portable Charger Software

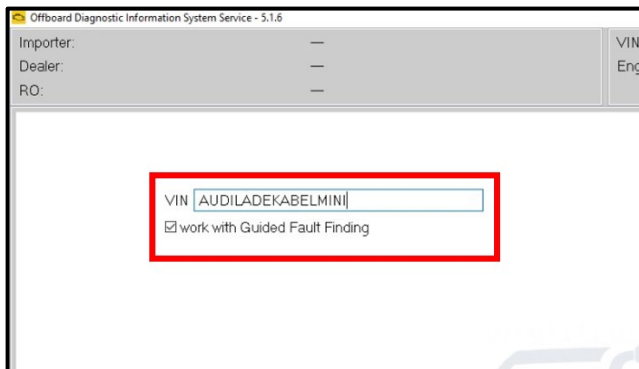


- Using the VAS611009, establish a connection between the Diagnostic Tester and the Mobile Charger -E943-.
- Additional information on the setup can be found in the ELSA Repair Manual:
 - *Repair Manual > Motor > Electric Drive Motor > 93 Electric drive > Charging Socket > e-tron Charging System Diagnostic*

! NOTE

The 110V cable (P88) from the vehicle's portable charging system kit will be required to power the portable charger during the software update process.

- Enter **AUDILADEKABELMINI** in the VIN field populated in ODIS.
 - Ensure “work with Guided Fault Finding” is checked.
-
- An error may occur during VIN identification. Press “OK” <arrow> to continue.



vehicle basic features

Vehicle identification automatic manual ← 1

VIN
AUDILADEKABELMINI ← 2

Manufacturer
Audi

Model
All external components ← 3

Model year
All model years

Version
All variants

Engine
All engine codes

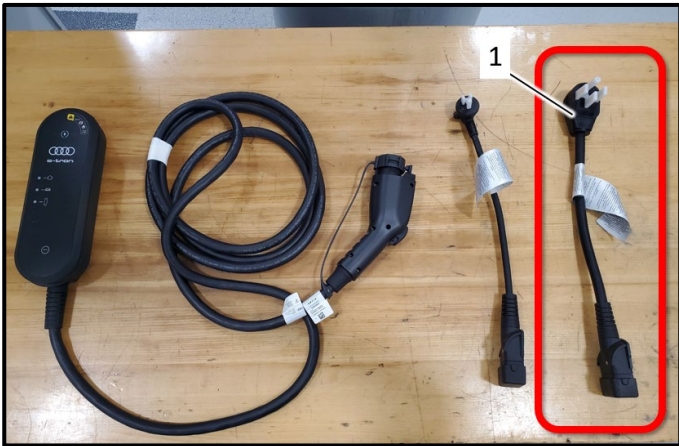
← 4 Apply Cancel

- Perform the following to manually identify the charger:
 1. Select “manual” Vehicle identification.
 2. Enter **AUDILADEKABELMINI** in the VIN field (if not already populated).
 3. Select “All external components” for the Model.
 4. Select Apply.

- Under the Special Functions tab, select “SVM – Code Input”.
- Enter SVM code **93R3A458** and follow the on-screen prompts.
- When prompted, enter the vehicle’s VIN.
- When exiting GFF, ensure the diagnostic log is sent to GFF Paperless.
- **Ensure the customer’s 110V charge cable is returned to the portable charging system kit if it was used to power the portable charger during the software update.**

Proceed to Section D

Section D – Supply New 220/240V Charging Cable



NOTE

The original 220/240V cable is removed during the 93U6/93U8 Safety Recalls.

- Place the new 220/240V charge cable <1> with the portable charging system kit.

Part Number	Part Description
7PP-971-678-GA	220/240V Charge Cable

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.