



Audi

AUDI DEALER COMMUNICATION

Repair Available – Service Action 93SG / High-Voltage (HV) Battery Charger Software

This notice is for: All Dealer Personnel

Date: October 28, 2024

Issue: An erroneous warning message may appear in the instrument cluster due to overly sensitive diagnostic software. The message is accompanied by a fault stored in the control unit for high-voltage battery charging, which also prevents charging at 100% with a 110V cable.

- Repair:**
- REPAIR AVAILABLE – October 29, 2024
 - A software update will be performed to address this issue.
 - See ELSA and Service References in Elsa2Go 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: See campaign circular.

Affected Vehicles:

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2024	2025	Q5 HYBRID	9,410
CAN	2024	2025	Q5 HYBRID	162

**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 – November 2024
 - Loaner/rental coverage – see campaign circular

-END OF MESSAGE-

Ensure all dealer 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.