

Technical Service Bulletin

82NE UPDATE

High-Voltage Heater – (NVLW)



Applicable Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2024	E-TRON GT	85
USA	2022	2024	RS E-TRON GT	33

Revision History

Revision	Date	Purpose
1	August 01, 2025	Original publication

Condition/Technical Background

This Update has been proactively released to prevent the following condition(s) from occurring in the vehicle:	
Criteria	Technical Background
01	On Audi e-tron GT vehicles manufactured within a specific period, a quality issue on the high-voltage heater can result in the high-voltage heater automatically switching off in the event of a fault, therefore no longer heating the vehicle interior.

Remedy

Criteria	Remedy
01	Replace high-voltage heater.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **82NE** 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.

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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

- 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.

Campaign/Action	Start	Designation
← 3	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

EXAMPLE

CRITICAL REPAIR STEP



All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).



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

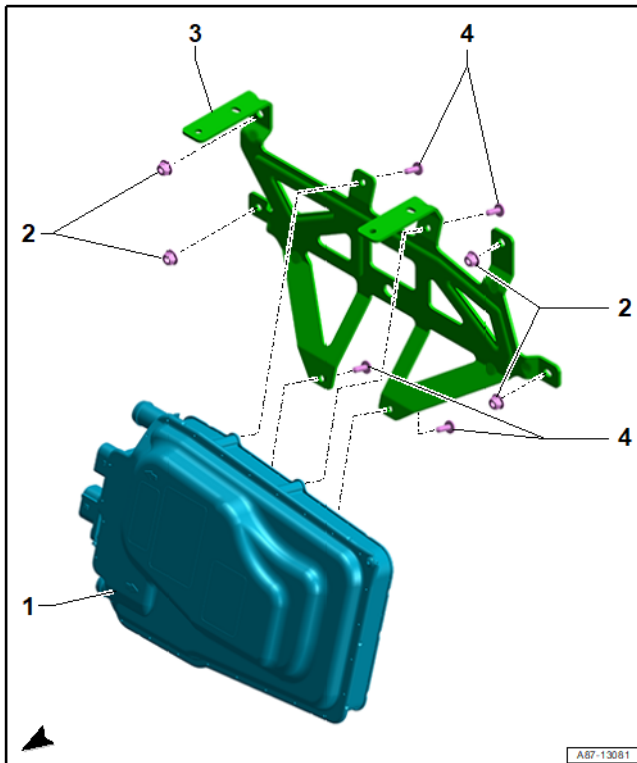
- Incorrect handling may result in damage to the insulation of high-voltage wires or high-voltage connectors.
- Do not support yourself on high-voltage cables or connectors.
- Never prop tools against high-voltage wiring or high-voltage connectors.
- Never bend or kink high-voltage wiring.
- Observe 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.



Replace high-voltage heater -Z189-

- See ELSA Repair Manual: *Repair manual > Heating, Ventilation & Air Conditioning > Heating, Ventilation and Air Conditioning > 87 Air Conditioning > Coolant Circuit > High-Voltage Heater (In-Line) Z189, Removing and Installing*

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Warranty

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 a customer declines campaign work, refer to the “Customer Declines Campaign/Update Repair” section in the Campaign/Update Policy and Procedures Manual.

Service Number	82NE	
Damage Code	0099	
Parts Vendor Code	002	
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90	
Causal Indicator	Mark HEATER* as causal part	
Vehicle Wash/Loaner	Do not claim wash/loaner under this action	
Criteria I.D.	01	
	LABOR	
	Labor Op	Time Units
	8039 55 99	290
	2706 89 50	SEE ELSA
	0150 00 60	Time stated on diagnostic protocol
		Description
		Replace high-voltage heater
		Connect battery charger
		GFF Operations
	PARTS	
	Quantity	Part Number
	1.00	9J1963507F
	Up to 85.00 or Up to 4.50	G 12E100S1 or G 12E050S0
	3.00	N 10737001
	1.00	N 91096801
		Description
		HEATER*
		COOLANT (concentrate) or COOLANT (pre-mix)
		NUT
		BOLT

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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

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	9J1-963-507-F	HEATER	Reference POC comments individually by part number, or in the POC Campaign List
	3	N -107-370-01	NUT	
	1	N -910-968-01	BOLT	
	Up to 8.5 L	See ETKA/POC	G12 EVO Coolant	

NOTE

Your dealer's Estimated Remaining Repairs by campaign can be found in Parts on Command. Click on "View Campaign List" and review the Estimated Remaining Repairs column.

NOTE

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

- 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.