

Service Action

Code: 82NE



Subject	High-Voltage Heater				
Document History	Date		Summary		
	11/06/2025		Added vehicles to USA and Canada has been included in this service action.		
	09/12/2025		Original publication as a Service Action; transferred from an Update		
Affected Vehicles	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
	USA	2022	2024	E-TRON GT	263
	USA	2022	2024	RS E-TRON GT	110
	CAN	2022	2024	E-TRON	56
	CAN	2022	2024	RS E-TRON	25
	<p>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 <u>only</u> valid campaign inquiry & verification source.</p> <ul style="list-style-type: none"> ✓ 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	<p>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. To address this issue, the high-voltage heater in the affected vehicles will be replaced.</p>				
Code Visibility	<p>US Vehicles: On August 01, 2025 the campaign code was applied to affected vehicles.</p> <p>Added U.S. vehicles and Canadian Vehicles: On November 06, 2025, the campaign code will be applied to affected vehicles.</p>				
Owner Notification	<p>US Vehicles: Owner notification took place in September 2025. An owner letter example is included in this bulletin for your reference.</p> <p>Added U.S. vehicles and Canadian Vehicles: Owner notification will take place in November 2025.</p>				
Campaign Expiration Date	<p>This campaign expires on September 30, 2030. 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.</p>				
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p>				

Parts Information

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method (see description below)
ALL	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.

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 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.	ALL		
	LABOR		
	Labor Op	Time Units	Description
	8039 55 99	290	Replace high-voltage heater
	2706 89 50	SEE ELSA	Connect battery charger
	0150 00 60	Time stated on diagnostic protocol	GFF Operations
	PARTS		
	Quantity	Part Number	Description
	1.00	9J1963507F	HEATER*
	Up to 85.00 or Up to 4.50	G 12E100S1 or G 12E050S0	COOLANT (concentrate) Or COOLANT (pre-mix)
	Up to 85.00	G 12E100S1	COOLANT (concentrate)
	3.00	N 10737001	NUT
	1.00	N 91096801	BOLT

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 82NE – High-Voltage Heater

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 2022-2024 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

About this Service Action:

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. To address this issue, your authorized Audi dealer will replace high-voltage heater.

This work will take about half a day 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.

Additional Information

- This service action will be available for you free of charge **only until September 30, 2030**. 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 no longer own the vehicle identified in this letter, 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

Safety Precautions When Working ON the High-voltage System

(additional information is also available in the ELSA Repair Manual)

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 a High-Voltage Technician or a 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

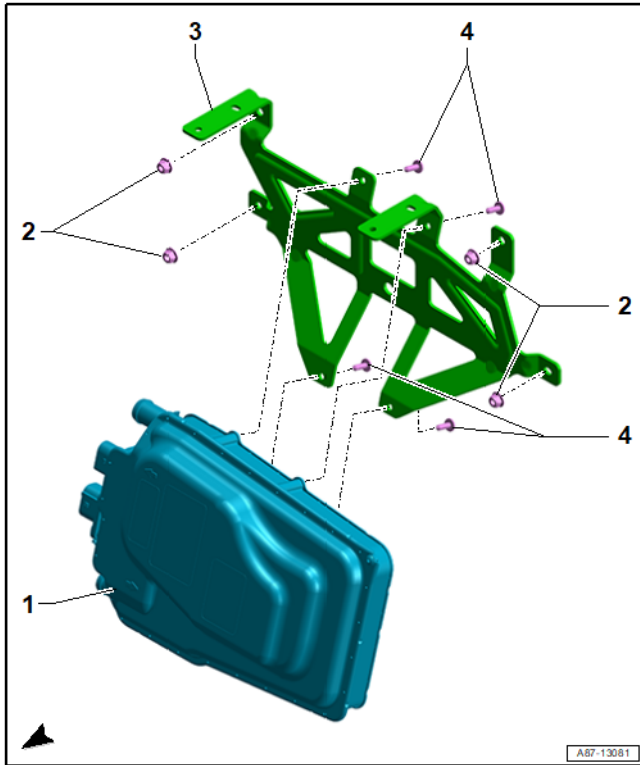
(additional information is also available in the ELSA Repair Manual)

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.

Repair Overview



- Replace high-voltage heater -Z189-.

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

NOTE: Refer to ELSA Repair Manual and ODIS as needed for additional tools not listed

 <p>Battery Tester/Charger capable of minimum 90 Amp continuous supply</p>	 <p>Diagnostic Tester -VAS6150X/6160X- (or equivalent)</p>
 <p>Omega Clip Tool -T40280- (or equivalent)</p>	 <p>Safety Gloves and Safety Goggles</p>
 <p>Padlock -T40262/1- (from Service Disconnect Lock -T40262-)</p>	 <p>Cooling System Service Machine -VAS531011-</p>
 <p>Hose Clamps - Up To 25mm -3094- (or equivalent)</p>	 <p>Spring-Type Clip Pliers -VAS6891- (or equivalent)</p>
 <p>Removal Wedge -T40233- (or equivalent)</p>	 <p>Scraper Set -VAS6845- (or equivalent)</p>



Warning Sign - "Do Not
Switch On"
-VAS6650A-



Warning Sign - High
Voltage
-VAS6649-

Repair Instruction


Section A - Check for Previous Repair

TIP

If Campaign Completion label is present, no further work is required.

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

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.

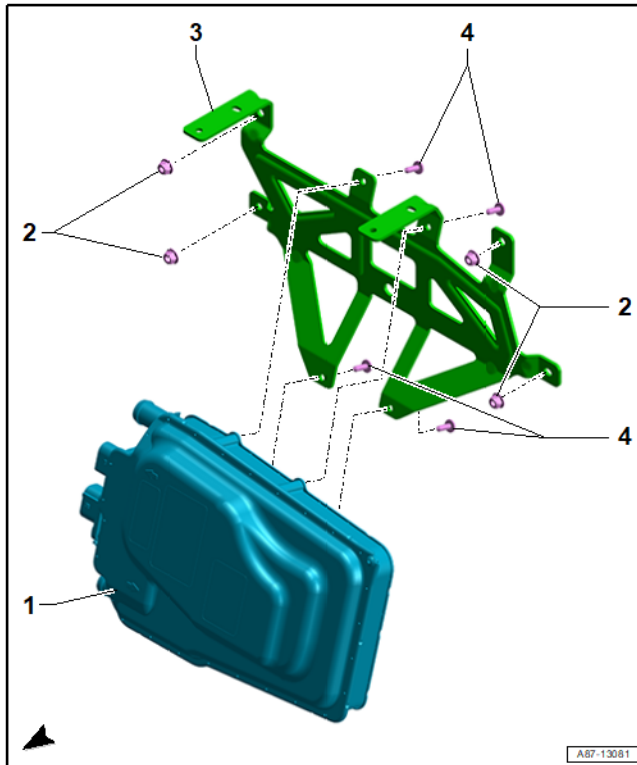
CRITICAL REPAIR STEP

 **STOP!** 

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).

Proceed to Section B

Section B – Replace Z189 High-Voltage In-Line Heater



Replace high-voltage heater -Z189-:

⚠ DANGER

**High voltage increases the risk of fatal injury!
Electrocution can cause severe bodily or fatal injury!**

Have a high-voltage technician or a high-voltage expert de-energize the high-voltage system.

- 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.*
- Ensure that all single use fasteners are replaced.

Proceed to Section C

Section C – Campaign Completion Label

Install Campaign Completion Label

- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.

 **TIP**

Ensure Campaign Completion Label does not cover any existing label(s).

Proceed to Section D

Section D - Parts Return/Disposal

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.