

# Service Action

## Code: 93K8



**Subject**

**Portable Charging Unit Default Setting & Label**

**Release Date**

January 25, 2022

**Affected Vehicles**

| Country | Beginning Model Year | Ending Model Year | Vehicle                  | Vehicle Count |
|---------|----------------------|-------------------|--------------------------|---------------|
| USA     | 2021                 | 2021              | A7                       | 600           |
| USA     | 2020                 | 2021              | A8                       | 159           |
| USA     | 2019                 | 2021              | E-TRON QUATTRO           | 16,208        |
| USA     | 2020                 | 2021              | E-TRON SPORTBACK QUATTRO | 3,075         |
| USA     | 2020                 | 2021              | Q5                       | 8,910         |
| CAN     | 2021                 | 2021              | A7                       | 4             |
| CAN     | 2020                 | 2021              | A8                       | 7             |
| CAN     | 2019                 | 2021              | E-TRON QUATTRO           | 1,251         |
| CAN     | 2020                 | 2021              | E-TRON SPORTBACK QUATTRO | 355           |
| CAN     | 2020                 | 2021              | Q5                       | 494           |

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**

The charging equipment provided with the Audi vehicles in this service action can be used to its full capacity by following the safety information provided in the Owner's Manual and by ensuring that a qualified electrician has inspected the home's electrical wiring for safe operation of the charging equipment. Should the proper electrical requirements not be met, use of the compact charging system with improper or overburdened 220V power outlets and wiring may, in certain circumstances, lead to a risk of overheating of the home infrastructure. Power outlets and wiring incapable of handling the required electrical current can cause electric shock or home infrastructure damage when charging the high-voltage battery using the compact charging system.

**Corrective Action**

Audi has decided to have an authorized Audi dealer change the setting on the charging system control unit to 50% and attach a warning label to the control unit of the Audi compact charging system.

**Customers are asked to bring the charging equipment that came with the vehicle, including: (1) the control unit, (2) the vehicle cable with vehicle charging connector, (3) the power cable with power plug for household sockets, and (4) the power cable with plug for 220/240V industrial sockets, to an authorized Audi dealer to take these steps.**

**NOTE:** The charging equipment provided by Audi has been tested and can be used to its full capacity if the safety information provided in the Owner's Manual is observed and by ensuring that a qualified electrician has inspected your home's electrical wiring for safe operation of the charging equipment.

It will still be possible to charge at a charging current of 100% by pressing the button (100%) on the control unit. If a customer does this, they should be sure that their home power supply meets all the requirements for safely charging the high-voltage battery at a current rating of 40 amperes, which likely requires additional amperage capacity to meet applicable electrical codes (please confirm with

a qualified electrician). A description of requirements for safe home charging can be found in the "Charging the high-voltage battery" chapter of the Audi vehicle's owner's manual.

Customers who have any questions or concerns about the adequacy of their home power supply, should consult with a qualified electrician to ensure it meets these requirements.

**Code Visibility** On or about January 25, 2022, the campaign code will be applied to affected vehicles.

**Owner Notification** Owner notification will take place in February 2022. Owner letter examples are included in this bulletin for your reference.

**Campaign Expiration Date** This campaign expires on **September 01, 2026**. Repairs 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 service performed after the expiration date, your dealerships normal costs associated with this repair 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

|   |                                      |
|---|--------------------------------------|
| <b>Parts Control Type:</b><br><b>Free Order</b> | Parts will be managed by free order. |
|---|--------------------------------------|

|  |  |
|--|--|
| <b>Initial Allocation:</b><br><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. |
|--|--|

|  |   |
|--|---|
| <b>Repair Projection Tool:</b><br><b>(right click to open)</b> |  |
|--|---|

| Criteria                      | Quantity | Part Number    | P.O.C. Part Description | Ordering Method |
|-------------------------------|----------|----------------|-------------------------|-----------------|
| 01 or<br>02 or<br>03 or<br>04 | 1        | 4KE-010-571-AA | WARN. SIGN              | Free Order      |

### NOTE

The specified part numbers reflect the status at the start of this action. 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.

## 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.

|                            |  |                    |   |
|----------------------------|--|--------------------|---|
| <b>Service Number</b>      | 93K8                                       |                    |   |
| <b>Damage Code</b>         | 0099                                       |                    |   |
| <b>Parts Vendor Code</b>   | 002  |                    |   |
| <b>Claim Type</b>          | Sold vehicle: 7 10<br>Unsold vehicle: 7 90 |                    |   |
| <b>Causal Indicator</b>    | Mark WARN. SIGN* as causal part            |                    |   |
| <b>Vehicle Wash/Loaner</b> | Do not claim wash/loaner under this action |                    |   |
| <b>Criteria I.D.</b>       | 01 or 02 or 03 or 04                       |                    |   |
|                            | <b>LABOR</b>                               |                    |   |
|                            | <b>Labor Op</b>                            | <b>Time Units</b>  | <b>Description</b>  |
|                            | 9352 33 99                                 | 20                 | Apply label to portable charging unit and adjust charging level |
|                            | <b>PARTS</b>                               |                    |   |
|                            | <b>Quantity</b>                            | <b>Part Number</b> | <b>Description</b>  |
|                            | 1.00                                       | 4KE010571AA        | WARN SIGN*  |

## Customer Letter Example (USA)

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Subject: Service Action 93K8 - Portable Charging Unit Default Setting & Label**

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 2019-2021 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

**About this Service Action:** The charging equipment provided with your Audi vehicle can be used to its full capacity by following the safety information provided in the Owner's Manual and by ensuring that a qualified electrician has inspected your home's electrical wiring for safe operation of the charging equipment. Should the proper electrical requirements not be met, use of the compact charging system with improper or overburdened 220V power outlets and wiring may, in certain circumstances, lead to a risk of overheating of the home infrastructure. Power outlets and wiring incapable of handling the required electrical current can cause electric shock or home infrastructure damage when charging the high-voltage battery using the compact charging system.

**What will we do?** Audi has decided to have an authorized Audi dealer change the setting on the charging system control unit to 50% and attach a warning label to the control unit of your Audi compact charging system. We would therefore ask you to bring the charging equipment that came with your vehicle, including: (1) the control unit, (2) the vehicle cable with vehicle charging connector, (3) the power cable with power plug for household sockets, and (4) the power cable with plug for 220/240V industrial sockets, to an authorized Audi dealer to take these steps.

This work will take about an hour to complete and will be performed for you free of charge.

NOTE: The charging equipment provided by Audi has been tested and can be used to its full capacity if the safety information provided in the Owner's Manual is observed and by ensuring that a qualified electrician has inspected your home's electrical wiring for safe operation of the charging equipment. It will still be possible to charge at a charging current of 100% by pressing the button (100%) on the control unit. If you do this, you should be sure that your home power supply meets all the requirements for safely charging the high-voltage battery at a current rating of 40 amperes, which likely requires additional amperage capacity to meet applicable electrical codes (please confirm with a qualified electrician). A description of requirements for safe home charging can be found in the "Charging the high-voltage battery" chapter of your Audi vehicle's Owner's Manual. If you have any questions or concerns about the adequacy of your home power supply, please consult with a qualified electrician to ensure it meets these requirements.

**What should you do?** In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule. For your convenience, you can also visit [www.audiusa.com](http://www.audiusa.com) and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

This service action will be available for you free of charge only until September 01, 2026. If you wish to have this service performed after that date, your dealer's normal costs associated with this work will apply.

We would like to take this opportunity to remind you that it is crucial to observe the safety instructions given in the "Charging the high-voltage battery" chapter of your vehicle's Owner's Manual. Please take particular care only to use sockets and charging cables which are undamaged and suitable for the purpose. You should also ensure that your domestic mains supply is installed correctly. We would also ask you to observe the information in the Owner's Manual referring to setting the charging current, which should, in certain circumstances, be reduced to 50% to prevent the domestic mains supply from overheating.

**Lease vehicles and address changes** 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 you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at [www.audiusa.com](http://www.audiusa.com).

**Checking your vehicle for open Recalls and Service Campaigns** 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](http://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)

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

### Subject: Service Action 93K8 - Portable Charging Unit Default Setting & Label

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 2019-2021 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

**About this Service Action:** The charging equipment provided with your Audi vehicle can be used to its full capacity by following the safety information provided in the Owner's Manual and by ensuring that a qualified electrician has inspected your home's electrical wiring for safe operation of the charging equipment. Should the proper electrical requirements not be met, use of the compact charging system with improper or overburdened 220V power outlets and wiring may, in certain circumstances, lead to a risk of overheating of the home infrastructure. Power outlets and wiring incapable of handling the required electrical current can cause electric shock or home infrastructure damage when charging the high-voltage battery using the compact charging system.

**What will we do?** Audi has decided to have an authorized Audi dealer change the setting on the charging system control unit to 50% and attach a warning label to the control unit of your Audi compact charging system. We would therefore ask you to bring the charging equipment that came with your vehicle, including: (1) the control unit, (2) the vehicle cable with vehicle charging connector, (3) the power cable with power plug for household sockets, and (4) the power cable with plug for 220/240V industrial sockets, to an authorized Audi dealer to take these steps.

This work will take about an hour to complete and will be performed for you free of charge.

NOTE: The charging equipment provided by Audi has been tested and can be used to its full capacity if the safety information provided in the Owner's Manual is observed and by ensuring that a qualified electrician has inspected your home's electrical wiring for safe operation of the charging equipment. It will still be possible to charge at a charging current of 100% by pressing the button (100%) on the control unit. If you do this, you should be sure that your home power supply meets all the requirements for safely charging the high-voltage battery at a current rating of 40 amperes, which likely requires additional amperage capacity to meet applicable electrical codes (please confirm with a qualified electrician). A description of requirements for safe home charging can be found in the "Charging the high-voltage battery" chapter of your Audi vehicle's Owner's Manual. If you have any questions or concerns about the adequacy of your home power supply, please consult with a qualified electrician to ensure it meets these requirements.

**What should you do?** In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

This service action will be available for you free of charge only until September 01, 2026. If you wish to have this service performed after that date, your dealer's normal costs associated with this work will apply.

We would like to take this opportunity to remind you that it is crucial to observe the safety instructions given in the "Charging the high-voltage battery" chapter of your vehicle's Owner's Manual. Please take particular care only to use sockets and charging cables which are undamaged and suitable for the purpose. You should also ensure that your domestic mains supply is installed correctly. We would also ask you to observe the information in the Owner's Manual referring to setting the charging current, which should, in certain circumstances, be reduced to 50% to prevent the domestic mains supply from overheating.

**Lease vehicles and address changes** 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 you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, 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](http://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



- Install label on portable charger.
- Set charging level to 50% on portable charger.

### ! 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.

## 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

 **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.**
- **Proceed to Section B.**



## Section B – Repair Procedure



- Clean surface where label will be applied. The surface must be clean, dry, and free from oil residue prior to applying the label.
- Install new label <arrow> to portable charger.
- Ensure minimal air bubbles are created when installing the new label.



- With charger plugged into the vehicle and a wall socket, press button <1> to change the charge level from 100% to 50%.

**Proceed to Section C**

## Section C – 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.