



Audi

AUDI DEALER COMMUNICATION

Repair Available – Service Action 93R3 / Compact/Portable Charging System Cable (220V/240V) & Software Update

This notice is for: All Dealer Personnel

Date: March 20, 2024

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.

- Repair:**
- REPAIR AVAILABLE – March 21, 2024
 - See ELSA and the Service References tool 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:** Please note this action will use an Automatic Allocation Program.
- Phase 1 of the allocation process will begin with initial allocation.
 - Phase 2 of the automatic allocation will be based on your vehicle population and claims submitted. Refer to the Repair Projection Tool for your allocation dates and quantity.
 - Please remember to submit your claims in a timely manner to ensure you receive the correct allocation quantities needed.

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

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.

Audi Customer Protection

93R3_DLR_LAUNCH

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

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

-END OF MESSAGE-