

Audi of America, Inc.



Date: September 22, 2014

To: Audi Dealer Principal, Service Manager, and Parts Manager

From: Audi Product Compliance

Subject: Upcoming Update 93A5 (NVLW)
Battery Management
2013 – 2014 Audi Q5 Hybrid

Dear Audi Dealer Principal, Service Manager, and Parts Manager:

This communication is to inform you of upcoming Update **93A5**.

What vehicles are affected?

There are 1,314 Audi vehicles affected in the U.S. by this Update.

Of the affected vehicles, the following are in dealer inventory:

New Vehicle Inventory: 0

CPO Inventory: 9

What is the issue?

On Audi Q5 hybrid vehicles manufactured within a specific period, the battery control unit may, under certain conditions, incorrectly diagnose faults of a low 12VDC battery and store various event memory entries. As a result, hybrid drive is switched off.

What does the repair procedure involve?

Update the battery control module to the latest software level with SVM.

When will the Update be available?

This Update will be visible in Elsa and ServiceNet on or about September 23, 2014.

Please refer to the Elsa campaign/action screen for confirmation of whether the Update applies to each specific vehicle. Additionally, this Update is posted on Elsa and ServiceNet for additional information and complete repair instructions.

Consistent with general Audi corporate policy governing Updates, Audi is not notifying consumers. (Updates differ from recalls and service actions; consumers are notified in writing of recalls and service actions.) Each vehicle should be completed when it is in to the dealer for maintenance or any other service visit. Dealer stock vehicles **cannot, however, be delivered** to consumers until the Update is completed.

To identify any vehicles in your inventory that are affected by this Update, please run the "New and CPO Inventory Open Campaign/Action Listing" report from the AIM system.

Please ensure that every affected vehicle gets the update before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Audi customers.

Thank you for your cooperation and assistance in this important matter.

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