

Warranty - Technical Support - After Sales

Audi Warranty, Technical Support, After Sales Communication **Number: AWC-15-08**

Subject: Server Maintenance for Certain ODIS Repair Processes
Sunday April 26, 5:00AM ET through 11:00AM ET

Date: Apr 21, 2015

To: U.S, Puerto Rico Dealers

This document conveys General Information.
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Due to scheduled server maintenance and improvements, the following ODIS repair processes may experience sporadic outages on Sunday April 26, 2015 from 5:00AM ET through 10:00 AM ET.

- ▶ Repairs involving immobilizer servicing or vehicle key adaptation.
- ▶ Repairs involving SVM recovery activation or new activations, which can include MMI and gateway module replacements or navigation map updates for the MMI.

Any critical repairs scheduled during this time which require these processes may need to be postponed until the server maintenance is completed.

Audi is committed to our dealers, empowering all to become the industry leaders in “fix it right the first time”. These latest server improvements will help us to achieve this goal.”

Thank you.

Robert Lecznar

Gen. Mgr. Audi Warranty

Brian Stockton

Gen. Mgr. Audi Tech Support

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Gen. Mgr. Audi Service Operations