

Audi of America, Inc.



Date: January 14, 2016
To: Audi Dealer Principal, Service Manager, and Parts Manager
From: Audi Customer Protection
Subject: Upcoming Update 91N6
Quality Package Update
2017 Audi Q7

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

This communication is to inform you of upcoming Update **91N6**.

What vehicles are affected?

There are 346 Audi Q7 vehicles affected in the U.S. by this Update.

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

New Vehicle Inventory: 50

CPO Inventory: 0

What is the issue?

Update Audi Q7 vehicles produced within a certain time frame to the latest levels.

What does the repair procedure involve?

Update Audi Q7 vehicles via SVM.

When will the Update be available?

This Update will be visible in Elsa and ServiceNet on or about January 15, 2016.

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 OMD Web system.

Dealers must 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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