

Audi of America, Inc.



Date: August 2, 2016
To: Audi Dealer Principal, Service Manager, and Parts Manager
From: Audi Customer Protection
Subject: Upcoming Update 91O8
Calibrate Navigation System
2017 Audi A4

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

This communication is to inform you of upcoming Update 91O8.

What vehicles are affected?

There are 115 Audi vehicles affected in the U.S. by this Update.

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

New Vehicle Inventory: 113

What is the issue?

The navigation system may not have been calibrated correctly on Audi A4 vehicles with navigation system manufactured within a specific period. When the navigation system is in use, the positional arrow only moves slowly and navigation cues are given late.

What does the repair procedure involve?

Perform calibration for navigation system.

When will the Update be available?

This Update will be visible in Elsa and ServiceNet on or about August 3, 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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