



**Audi**

## AUDI DEALER COMMUNICATION

### Repair Available – Service Action 93G1 / e-tron Service Package

**This notice is for:**

|                    |                   |                          |
|--------------------|-------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager | ✓ Warranty Administrator |
| ✓ General Manager  | ✓ Parts Manager   | ✓ Technicians            |
| ✓ Sales Managers   | ✓ Service Advisor |                          |

**Date:** May 12, 2020

**Service Package Description:** Audi has developed new software applicable to certain Audi e-tron vehicles in order to bring these vehicles up to the latest factory specifications.

**Repair:**

- REPAIR AVAILABLE – May 13, 2020
- See ELSA/ServiceNet 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:** Software update only; no parts needed.

**Affected Vehicles**

| Country | Beginning Model Year | Ending Model Year | Vehicle | Vehicle Count |
|---------|----------------------|-------------------|---------|---------------|
| USA     | 2019                 | 2019              | E-TRON  | 10,415        |
| CAN     | 2019                 | 2019              | E-TRON  | 917           |

*\*Counts reflect overall recall 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 – June 2020

**-END OF MESSAGE-**

Ensure all dealership 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.