



Date: May 26, 2020
To: Audi Dealer Principal, Service Manager, Warranty Administrator, Sales Manager,
General Manager & Parts Manager
From: Audi Customer Protection
Subject: Upcoming Update 97EE / Vehicle Central Electrical System (BCM) Update-(NVLW)
Certain 2020 Model Year Audi Q7 Vehicles

We would like to inform you of an upcoming Update, code 97EE.

What vehicles are affected?

There are 267 Audi vehicles in the U.S. and 265 vehicles in Canada affected by this Update. Check your daily campaign open inventory report or OMD for affected vehicles in your inventory.

What is the issue?

A cornering light may be inoperational due to a software discrepancy.

What does the repair procedure involve?

Update Vehicle Central Electrical System (BCM) – 0009 software.

When will the Update be available?

This Update will be visible in Elsa and ServiceNet on or about May 27, 2020.

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.