



Audi

AUDI DEALER COMMUNICATION

Repair Available – Service Action 91Y3 / MMI Software – System Privacy Mode

This notice is for:

- ✓ Dealer Principal
- ✓ General Manager
- ✓ Sales Managers

- ✓ Service Manager
- ✓ Parts Manager
- ✓ Service Advisor

- ✓ Warranty Administrator
- ✓ Technicians

Date: June 17, 2020

Issue:

The infotainment system privacy setting “Allow data transmission” may, in unfavorable circumstances, change without user intervention. As a result, the vehicle sends data although this function was previously deactivated manually.

Repair:

- REPAIR AVAILABLE – June 18, 2020 – Update infotainment system software
- **IMPORTANT! Dealers are asked to remind owners during repair scheduling that the “smart control” remote (and both rear seat tablets, if equipped) must be present in the vehicle when they arrive at the dealership for this service.**
- 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:

No parts needed – software update only

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2019	2020	A8	5,577
CAN	2019	2020	A8	320

**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
- Service Action expiration date: December 31, 2022

-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.