



Audi

AUDI DEALER COMMUNICATION

Repair Available – Service Action 90M9 / Emergency Call Function

This notice is for:

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

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

- ✓ Warranty Administrator
- ✓ Technicians

Date: August 26, 2020

Issue: In rare cases, it may not be possible to activate the emergency call function due to the license not being transferred. In addition, the user management menu in the MMI is greyed out and it is therefore not possible to log in as a key user.

- Repair:**
- REPAIR AVAILABLE – August 27, 2020 – Check and, if necessary, enable emergency call function operation.
 - 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.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2019	2019	E-TRON	1,758
CAN	2019	2019	E-TRON	194

**Counts reflect overall 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 August 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.