



Date: October 29, 2021
To: Audi Dealer Principal, Service Manager, Warranty Administrator, Sales Manager,
General Manager & Parts Manager
From: Audi Customer Protection
Subject: Upcoming Update 91CQ / ConBox Software Update – (NVLW)

We would like to inform you of an upcoming Update, code 91CQ.

What vehicles are affected?

There are 13,440 Audi vehicles in the U.S. affected by this Update. Check your daily campaign open inventory report or OMD for affected vehicles in your inventory.

What is the issue?

On certain vehicles, the following issues may occur:

- The myAudi login fails with an error message of “Your login was unsuccessful. Please try again later.”
- The online traffic in the navigation map does not show speed and flow or is delayed.
- The over-the-air navigation map updates does not start or complete.
- There are intermittent technical issues with all other Audi connect services.

What does the repair procedure involve?

Update the ConBox software via SVM.

When will the Update be available?

This Update will be visible in Elsa and ServiceNet on or about October 29, 2021.

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.