AUDI DEALER COMMUNICATION

Repair Available – Service Action 93M3 / Drivetrain Software

This notice is for:

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

Date: November 15, 2021

Issue: A software update to improve range is being carried out on Audi e-tron vehicles.

Repair:

- REPAIR AVAILABLE – November 16, 2021 – Software update
- 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 required; software update only.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2019	2019	E-TRON QUATTRO	10,258
CAN	2019	2019	E-TRON QUATTRO	914

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 – November 2021

-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.