

**Audi**

## AUDI DEALER COMMUNICATION

### UPDATED: Campaign Closure Notice – Multiple Actions Closed and FAQs

**This notice is for:**

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

- ✓ Service Manager
- ✓ Parts Manager
- ✓ Service Consultant

- ✓ Warranty Administrator
- ✓ Technicians

**Date:** March 11, 2022**Closure Notice Information**

This is to inform you that the following actions were closed as outlined below. Some helpful FAQs are added to this communication.

ACTION TYPE	SAGA CODE	TITLE	Perform Repair On or Before	Last Date for Claim Entry
Service Action	19M4	Coolant Expansion Tank	March 09, 2022	March 31, 2022
Service Action	34H8	DSG Gearbox	March 09, 2022	March 31, 2022
Service Action	90L2	Driver Assist Software	March 09, 2022	March 31, 2022
Service Action	90M3	Gateway Software	March 09, 2022	March 31, 2022
Service Action	91V3	Emergency Call Module & Communication Unit	March 09, 2022	March 31, 2022
Service Action	91V6	Apple CarPlay Software Update	March 09, 2022	March 31, 2022
Service Action	96G2	Gateway Software	March 09, 2022	May 31, 2022
Service Action	96G4	Gateway Software	March 09, 2022	May 31, 2022
Service Action	96G5	Gateway Software	March 09, 2022	May 31, 2022

All outstanding claims must be submitted in SAGA by the “**Last Date for Claim Entry**” date listed in the table above. After this date, claims will no longer be accepted in the system and no further payments will be made.

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.



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### **Frequently Asked Questions**

**Q: Why were the 96G2, 96G4 and 96G5 service actions closed?**

**A:** These service actions were closed because of the several cases that required the gateway control module to be replaced. The gateway control module has a long lead time for delivery because of semiconductor supply limitations. It was decided that the best option at this time is the close these service actions to not further inconvenience customers.

**Q: I have a vehicle that is awaiting the delivery of the gateway control module, what should I do?**

**A:** Once the gateway control module is delivered it should be installed in the vehicle and will be allowed to be reimbursed on the service action claim. The *Last Date for Claim Entry* stated in the chart above will be extended if all vehicles are not able to be repaired and returned to the customer by this date.

**Q: I have appointments scheduled, should I cancel the appointment?**

**A:** Yes, the appointments that are scheduled for these service actions should be cancelled. The customer can be advised that the service actions were closed by Audi prior to the expiration date provided. If the repair becomes available again Audi will notify you.

**Q: Why are the other service actions being closed?**

**A:** The expiration date published has occurred and these service actions are no longer available.

**-END OF MESSAGE-**