



Audi

AUDI DEALER COMMUNICATION

Repair Available – Update 93N6 / Battery Modules Control Unit Software - (NVLW)

This notice is for:

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

Date: April 26, 2022

Issue: A software update is necessary on Audi e-tron vehicles manufactured within a specific period. The battery system of an electric vehicle consists of a large number of individual battery cells. These cells have the same capacity and slightly different cell voltages. Without a balancing function, the capacity of the entire system would align itself with the capacity of the weakest cell. In addition, individual cells could be overloaded and age more rapidly. The efficiency of the balancing function may be affected by a possible error in the cell voltage measurement. This software update optimizes the function of the control unit with respect to balancing and stabilizes the cell voltage measurement.

Repair:

- REPAIR AVAILABLE – April 26, 2022
- Update of the battery modules control units and, if necessary, further control units in the system will be updated on the affected vehicles.
- Repair instructions available in ELSA/ServiceNet
- 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	2022	E-TRON QUATTRO	20,067
USA	2020	2022	E-TRON SPORTBACK QUATTRO	3,968
CAN	2019	2022	E-TRON QUATTRO	1,349
CAN	2020	2022	E-TRON SPORTBACK QUATTRO	505

**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.*

Parts Department:

No parts needed; software update only.

Notes:

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.

-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.