



Audi

AUDI DEALER COMMUNICATION

Repair Available – Update 9308 / Service Package for Audi e-tron GT – (NVLW)

- This notice is for:**
- ✓ Dealer Principal
 - ✓ General Manager
 - ✓ Sales Managers
- ✓ Service Manager
 - ✓ Parts Manager
 - ✓ Service Advisor
- ✓ Warranty Administrator
 - ✓ Technicians

Date: June 15, 2022

- Issue:** On certain Audi e-tron GT vehicles, the following issues can occur:
- The vehicle’s high-voltage system cannot be restarted after under-voltage has occurred in the 12 Volt electrical system (drained battery, e.g. as a result of showroom use) due to an unfavorable software configuration.
 - Vibrations may occur in the head-up display due to an unfavorable software configuration for controlling the step motor. The visible area of the head-up display may be restricted as a result.

- Repair:**
- REPAIR AVAILABLE – June 16, 2022
 - Repair instructions available in ELSA/ServiceNet
 - **Update the Hybrid Battery Management Control Module (-J840-) Software and the Head-Up-Display Control Module (-J898-) Software.**
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory
 - Repair every affected inventory vehicle before delivery to consumers.

- Parts Department:**
- There will be no parts allocation for update.

Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2022	E-TRON GT	1,039
CAN	2022	2022	E-TRON GT	215

**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: Please ensure that this UPDATE is performed on every applicable vehicle before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Audi customers.

Please reinforce the correct repair description of this action with all dealership personnel – this action is a vehicle **UPDATE**, not a recall.

-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.