



**Audi**

## AUDI DEALER COMMUNICATION

### Repair Available – Service Action 27K2 - 12V Battery Control Module Software

**This notice is for:**

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

- ✓ Service Manager
- ✓ Parts Manager
- ✓ Service Advisor

- ✓ Warranty Administrator
- ✓ Technicians

**Date:** February 16, 2023

**Issue:** On Audi e-tron GT vehicles manufactured within a specific period, the 12V battery may be discharged completely in isolated cases due to a software issue in the 12V battery control module.

- Repair:**
- REPAIR AVAILABLE – February 17, 2023 - update the 12V battery control module software.
  - 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 needed; software update only

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2022	E-TRON GT	3,453
CAN	2022	2022	E-TRON GT	395

*\*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 – February 2023

**-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.*