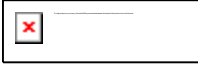


VWoA Compliance

From: Audi Communications <audicomunications@audi.com>
Sent: Friday, January 5, 2024 3:45 PM
To: VWoA Compliance
Subject: Dealer Communication: EXTENSION: EV Charging Customer Support Offer & FAQs



Dealer Communication

To: DP, GM, F&I, Sales, CPO, Service, Parts, Warranty
From: Audi Sales Operations

EXTENSION: EV Charging Customer Support Offer & FAQs

Dear Dealer Partners,

Please make note that the [EV Charging Customer Support Offer \(Program ID A23UCCSO\)](#), announced on Friday, December 15, has been extended to Wednesday, January 31st, 2024.

[Review the UPDATED EV Charging Customer Support Offer FAQs here.](#) This document will provide clarity related to both safety recalls (93U6 & 93U8), **including information pertaining to new and pre-owned vehicles.**

Notable changes have been **bolded and underlined** below.

Eligible vehicles for the support offer include:

- New EV vehicles sold **through January 31, 2024** without the 220V/240V cable.
- Carlines: Q4 e-tron, Q8 e-tron, e-tron GT **and Q5 PHEV.**
- **Used vehicles are not eligible at this time.**

Customer can choose one of two options:

- Electrify America HomeStation™ Level 2 EV Charger
- \$500 Visa Gift Card

Thank you,
Audi Sales Operations

For more dealer communications, visit the [Communications](#) page on iAudi.

Audi of America | 1950 Opportunity Way, Reston, VA 20190

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Sent by audicomunications@audi.com

EV Charging Customer Support Offer (A23UCCSO)

- Valid until Jan 31, 2024
- For new Q4 e-tron, Q8/SQ8 e-tron, e-tron GT, and Q5 PHEV vehicles sold without a 220V/240V Adapter Cable



Compact Charging System Overview

- > Vehicles affected: All new Q4 e-tron, Q8 & SQ8 e-tron, e-tron GT and Q5 PHEV vehicles
- > 220V/240V adapter cable is not included with charging kit or due to Safety Recall 93U8 was removed prior to delivery



- > Customer will receive the Compact Charging System with 120V adapter cable only

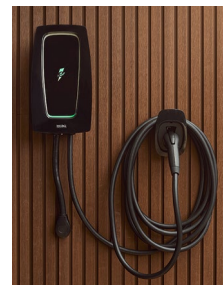
- > A replacement 240V cable is expected to be available at a future date
- > Refer to full communication and circular for further details on Safety Recall 93U8

FAQs

- > Q: What is included with the Electrify America promo code?
- > A: The Electrify America HomeStation™ Level 2 EV Charger only. Installation is not included. Details and specifications of charger can be found at <https://www.electrifyhome.com/homestation>
- > Q: What is the timeline for the customer to receive their gift choice?
- > A: Timeline for contact and/or delivery may vary depending on demand.
- > Q: What if the customer prefers a \$500 discount on price of vehicle?
- > A: Final pricing is set by dealer. There is not an AoA Sales Incentive.

Customer Support Offer

- > Available to customers who purchase an EV/PHEV without the 240V adapter cable between Dec 15, 2023 – Jan 31, 2024
- > Customer can choose between two options:
 - > Electrify America HomeStation™ Level 2 EV Charger
 - OR
 - > \$500 Gift Card



Customer Handling Tips and Key Information

- > Understanding the charging landscape is critical to our EV customers. Please refer to all resources listed on the AudiUSA EV portal: <https://www.audiusa.com/us/web/en/ev-hub/charging.html>
- > Fully activate Audi connect trial and set key user to ensure customer can access free Electrify America charging credits
- > Ensure to capture and report **accurate and preferred** customer contact information for delivery of customer support offer
- > Utilize our partnership with Qmerit for home charging installation to ensure customers are prepared for home charging. Refer to (<https://qmerit.com/ev/audi/>)
- > Set clear delivery expectations regarding both options for customer
- > Follow-up after purchase to ensure customer does not have further concerns regarding charging options

Not for customer-facing use.

EV Charging Customer Support Offer (A23UCCSO)

- Valid until Jan 31, 2024
- For new Q4 e-tron, Q8/SQ8 e-tron , e-tron GT, and Q5 PHEV vehicles sold without a 220V/240V Adapter Cable



Dealer Process

1. Audi Brand Specialist informs customer that the 240V adapter cable is not available with vehicle purchase at this time
2. ABS explains length of time to home charge using 110V adapter and plug
3. ABS reviews all charging options with customer to determine customer lifestyle and charging needs to guide customer through purchase
4. ABS offers Audi gift options to support customer purchase decision
5. Vehicle sale is completed
6. Customer makes gift selection

Electrify America HomeStation™ Level 2 EV Charger

7. Customer selects the Electrify America charger option
8. ABS completes online claim form with customer signature in the OMD incentive portal
9. ABS informs customer to expect an email containing promo code and directions to redeem offer
10. Customer follows link and instructions to Electrify America website to place order
11. At payment screen, customer enters the specific promo code contained in the email
12. Electrify America ships the charger to the customer

Notes:

- > Timeline for email to customer may vary.
- > Customer may not receive promo code for over 30 days. Please ensure customer has plans for charging in interim.
- > Free ground shipping to all states except for AK & HI. Customer can opt to pay for expedited shipping at their own cost.
- > Customer receives 30-day return window (from date of purchase) and 3-year limited product warranty from Electrify America.
- > Customer gift option does not include installation or needed electrical preparation.

\$500 Gift Card

7. Customer selects the gift card option
8. ABS completes online claim form with customer signature in the OMD incentive portal
9. ABS informs the customer to expect a communication from Audi Customer Experience Center
10. Audi Customer Experience Center contacts customer, verifies customer details and processes gift card request
11. Audi Customer Experience Center mails gift card to customer's verified shipping address

Notes:

- > Timeline for customer contact and to process customer request may vary.
- > Customer may not receive gift card for over 30 days. Please ensure customer has plans for charging in interim.

Safety Recall 93U8: Compact/Portable Charging System Cable (220V/240V)

Frequently Asked Questions

What vehicles are affected by 93U8?

93U8 applies to vehicles in dealer inventory. Check daily campaign open inventory report or OMD for affected vehicles in inventory. Remember to check Campaigns/Actions screen in ELSA to verify that a VIN qualifies for repair under this action. ELSA is the only valid campaign inquiry & verification source.

Is the repair available?

Yes, prior to delivery to customer, remove and destroy the 220V/240V compact/portable charging cable from the Compact/Portable Charging System. See ELSA and the Service References tool in Elsa2Go for complete repair & claiming instructions.

Will these customers be provided with a 220V/240V adapter later?

A replacement 220V/240V cable is expected to be available at a future date. Further details will be provided as they become available.

Is there interim support for customers who need a charging solution?

For new EV & PHEV vehicles sold between December 15 to January 31, see the corresponding EV Charging Customer Support Offer (Program ID A23UCCSO). Always check New Car Vehicle Programs on [iAudi](#) for current offer details. The support offer does not apply to Certified Pre-Owned or used vehicles at this time.

Why does a vehicle have 93U8 showing open and 93U6 showing closed in ELSA?

Originally, all vehicles were assigned the 93U6 code. Inventory vehicles were assigned 93U8 to remove the cable; therefore, the 93U6 was closed.

Safety Recall 93U6: Compact/Portable Charging System Cable (220V/240V)

Frequently Asked Questions

What vehicles are affected by 93U6?

All EV/PHEV vehicles previously reported sold with a 220V/240V adapter cable. See campaign dealer communication for full model list. Remember to check Campaigns/Actions screen in ELSA to verify that a VIN is included in this action. ELSA is the only valid campaign inquiry & verification source.

When will customers be notified?

An interim customer letter is planned for early January 2024 informing customers impacted by this recall.

Is the repair available?

No. At this time, the repair is not available. We expect the recall remedy to be available by mid-2024. Audi will send customers another letter once the recall remedy is available.

Can customers continue to use the 220V/240V adapter cable?

As a precaution, customers will be instructed not to use the 220V/240V compact/portable charging cable at the 100% charge setting until the recall remedy has been completed. Customers may continue to use this cable only if the charger is set to the 50% charge setting. Please see owner's manual for full information on the Compact Charging System and charging the vehicle.

How do customers change the setting to 50%?

The vehicle owner's manual contains important information about charging the vehicle. We encourage anyone who drives the vehicle to review the owner's manual to become familiar with this important information.

Is there support for customers waiting for the 93U6 repair similar to what is offered for 93U8?

No. Customers can continue to use the 220V/240V cable with the charger set at the 50% charge setting or charge their vehicle using public charge stations. Customers also have the 110V charging option as the compact/portable charging unit and 110V home charging cable are not affected by this recall.

We have a lease return/trade/dealer demo with 93U6. Can we remove the 220V/240V cable to sell the vehicle?

The vehicle cannot be certified and sold as a CPO vehicle. The dealer, however, can follow the below process to sell as a pre-owned vehicle (KOS 7).

1. Create a service repair order.
2. Document on the repair order that the cable was a) removed from vehicle and destroyed OR b) not returned with used vehicle.
3. Upload the completed repair order to Warranty Doc-it site.
4. Submit a campaign closure request in Warranty Online for 93U6.
5. The vehicle can then be sold as pre-owned (KOS 7) with 93U6 showing as open, but with NO 220V/240V cable in the vehicle.

*Note: Check Campaigns/Actions screen in ELSA to verify that the vehicle does not have any other open actions/recalls prior to sale.

Not for customer-facing use.