



Audi

AUDI DEALER COMMUNICATION

Repair Available – Service Action 91FN / Software Update for High Voltage Battery Control Module - Version 3.2.1

This notice is for: All Dealer Personnel

Date: January 18, 2024

About This Service Action: Affected vehicles will receive the latest software version via a software update. This software contains an optimized self-diagnosis function for the high-voltage battery.

In addition to the software update, the high-voltage battery cells may experience an increased self-discharge. The high-voltage battery will be evaluated, and any affected high-voltage cell modules will be replaced.

- Repair:**
- REPAIR AVAILABLE – January 19, 2024
 - See ELSA and the Service References tool in Elsa2Go 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: There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.

Affected Vehicles:

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2023	Q4 E-TRON SPORTBACK	914
USA	2022	2023	Q4 E-TRON SUV	4,321
CAN	2022	2023	Q4 E-TRON SPORTBACK	133
CAN	2022	2023	Q4 E-TRON SUV	892

**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 – January 2024
 - Loaner/rental coverage – see campaign circular

-END OF MESSAGE-

Ensure all dealer 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.