

## VWoA Compliance

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**From:** Audi Communications <audicomunications@audi.ccsend.com>  
**Sent:** Friday, February 9, 2024 10:15 AM  
**To:** VWoA Compliance  
**Subject:** Dealer Communication: EXTENSION: EV Charging Customer Support Offer & Updated FAQs



### Dealer Communication

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

## EXTENSION: EV Charging Customer Support Offer & Updated FAQs

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Dear Dealer Partners,

We are pleased to note that the [EV Charging Customer Support Offer \(Program ID A23UCCSO\)](#), has been extended through Thursday, February 29, 2024. As a reminder, the gifting fulfillment process cannot start until the ICP entry is submitted by the dealer. This is critical to fulfilling the customer gift option in a timely manner.

In addition, as of February 6, 2024, a repair is available for Safety Recall 93U6. Please see full detail in the communication sent February 5, 2024: [Repair Available – Safety Recall 93U6 / Compact/Portable Charging System Cable \(220V/240V\)](#). For any affected used vehicles in inventory, dealers should remove the 220/240V charging cable from the vehicle and destroy it or document that the cable was not present, following the complete repair & claiming instructions listed in ELSA. Following this process, the dealer can properly close the safety recall and prepare the vehicle for CPO or used inventory.

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

Thank you,  
Audi Sales Operations

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