VWoA Compliance

From: Audi Communications <audicommunications@audi.ccsend.com>
Sent: Monday, April 29, 2024 9:10 AM
To: VWoA Compliance
Subject: Dealer Communication: MY24 Q8 e-tron with Red SOS Status Light

Dealer Communication

To: DP, GM, Sales, Service
From: Audi Digital Business Support

MY24 Q8 e-tron with Red SOS Status Light

Dealer Partners,

We have received reports of MY24 Q8 e-trons failing PDI due to a red SOS light. Audi eCall services will not be available while the SOS status light shows red. This includes in the event of a collision or by pressing the emergency services button in the vehicle.

The root cause of the issue has been identified and reported AUDI Germany. We expect a resolution early next week. If a vehicle is sold in this state, the customer must be made aware of the vehicle's SOS status and the impact on vehicle services.

Please note that this only impacts some MY24 Q8 e-trons built on or after CW49/23. Germany's fix will be remote and automatic.

Digital Business Support

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