

VWoA Compliance

From: Audi Communications <audicomunications@audi.ccsend.com>
Sent: Friday, April 5, 2024 3:01 PM
To: VWoA Compliance
Subject: Dealer Communication: IMPORTANT: Q4 e-tron 55 Key Warning Temporarily Not Available



Dealer Communication

To: DP, GM, Sales
From: Audi Operations

IMPORTANT: Q4 e-tron 55 Key Warning Temporarily Not Available

Dear Authorized Audi Dealers,

We would like to inform you that for all Q4 55 e-tron (Sportback included) units produced after November 6th, 2023, there is no active key warning available at this time.

This means that the indicator light for "remote control key not recognized" (yellow key pictogram with question mark) does not present itself, when the key is removed from a vehicle with active ignition.

If the key is removed from a vehicle while the ignition is switched on, i.e. the passenger leaves the car with the key, there is no active message that the key is no longer in the vehicle. The vehicle can then continue to drive and operate without any restriction until the ignition is switched off again.

As a result, we would like to ask you to actively inform customers about this temporary unavailability during vehicle handover.

It is recommended to dealers and sales personnel to provide the following note to our customers:
"The vehicle will not specifically notify you if the key is removed from the vehicle, even when the ignition is in the on position. Please ensure the key is in the vehicle at all times at all times when the ignition switch is in the on position. Audi is working on making this notification function available again as soon as possible."

It is planned that this topic will be addressed by a forthcoming software update in the near future.

Please reach out to your field team or Audi Distribution Helpdesk (audidistributionsupport@audi.com) if you have any additional questions.

Thank you for your patience in this matter.

Sincerely,
Audi Operations

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