

VWoA Compliance

From: Audi Communications <audicomunications@audi.ccsend.com>
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To: VWoA Compliance
Subject: Dealer Communication: Battery Care for Q4 e-tron 12V Batteries



Dealer Communication

To: Parts, Service, Warranty
From: Audi Warranty

Battery Care for Q4 e-tron 12V Batteries

Due to a software concern in ME4.0/4.1, concerns with the 12V batteries on Q4 e-tron 12V have been reported. These complaints occur only in transport mode. Before customer delivery, the 12V battery is automatically charged via the HV battery. The software concern should be fixed in calendar week 25/24.

To prevent a 12V battery replacement, the SoC (state of charge) value of all Q4 e-trons must be checked as follows:

1. Vehicles in the delivery process:

From now on, all Q4 e-trons must have a check of the 12V battery, if necessary if the SoC value is below 80%, immediately enter the battery charging process (charger) 12V.

2. Existing stock:

Check current stock of the Q4 e-tron battery 12V or, if the SoC value is below 80%, immediately move the vehicle into the battery charging process (charger) 12V.

3. Special testing process Q4 e-tron every 20 days:

If the SoC value is below 80%, the charge can be carried out via the HV battery, i.e. open the vehicle, switch on the ignition via the start button in the center console (NOTE: only ignition / no starting or engine running). Make sure that the light is switched off or remains switched off. The ignition switches off by itself after 30 minutes. During this period, the 12V battery is charged via the HV battery.

The following should be observed when executing every 20 days during the battery charging process:

- The lighting switch must be switched to off while the ignition is on, it must not be left on "automatic" headlights regardless of the ignition position.
- During the time 30 min 12V charging sequence through the HV battery (ignition on / no starting or engine running) the vehicle must **not** be locked with either the key fob or through the MyAudi app as this will abort the charging process.
- When reading the 12V battery state of charge, also measure the state of charge of the HV battery to ensure the HV battery isn't depleted.

This battery check/charge service or check every 20 days is currently only to be carried out on the Q4 e-tron model.

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