



**Audi**

## **AUDI DEALER COMMUNICATION**

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### **Repair Available – Service Action 91V3 / Emergency Call Module & Communication Unit**

<b>This notice is for:</b>	✓ Dealer Principal ✓ General Manager ✓ Sales Managers	✓ Service Manager ✓ Parts Manager ✓ Service Advisor	✓ Warranty Administrator ✓ Technicians
<b>Date:</b>	March 28, 2019		
<b>Issue:</b>	In certain vehicles, the SOS LED is illuminated in red, and when it is pressed a message of “A Technical Error has occurred” appears. Some vehicles may have an SOS LED that is not illuminated at all, and the “User management” option is greyed out in the MMI. When the SOS/Roadside button is pressed, a message of “Your subscription for the emergency call service has expired” appears.		
<b>Repair:</b>	<ul style="list-style-type: none"><li>• REPAIR AVAILABLE – March 29, 2019 - Perform an adaptation to activate the Emergency Call Module &amp; Communication Unit -J949-.</li><li>• Repair instructions available in ELSA/ServiceNet</li><li>• Check daily campaign open inventory report or OMD for affected vehicles in inventory</li><li>• Repair every affected inventory vehicle <u>before delivery to consumers</u>.</li></ul>		
<b>Parts Department:</b>	No parts needed.		
<b>Expiration Date</b>	December 31, 2021		
<b>Notes:</b>	Affected vehicles: Certain 2019 MY Audi vehicles (USA 199 / CANADA 92) <b>USA:</b> Certain 2019 MY Audi A4 Sedan, SQ5, A5 Coupe, A5 Sportback, Q7, Q8, A6, Q5, A8, A5 Cabriolet and A7 <b>CANADA:</b> Certain 2019 MY Audi S5 Cabriolet, A5 Sportback, Q7, Q8, A6, A7, A8 <ul style="list-style-type: none"><li>• Schedule owner repairs immediately</li><li>• Owner mailing – March 2019</li></ul>		

**-END OF MESSAGE-**

*Ensure all dealership 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.*