



**Audi**

# AUDI DEALER COMMUNICATION

## Repair Available – Service Action 90o8 / MyAudi Software Update – USA ONLY

**This notice is for:**

- ✓ Dealer Principal
- ✓ General Manager
- ✓ Sales Managers

- ✓ Service Manager
- ✓ Parts Manager
- ✓ Service Advisor

- ✓ Warranty Administrator
- ✓ Technicians

**Date:** August 19, 2020

**Issue:** MyAudi login is not possible in affected vehicles.

- Repair:**
- REPAIR AVAILABLE – August 20, 2020 - Perform a software update to correct this issue.
  - See ELSA/ServiceNet for complete repair & claiming instructions
  - Check daily campaign open inventory report or OMD for affected vehicles in inventory
  - Repair every affected inventory vehicle before delivery to consumers.

**Parts Department:** Software update only; no parts needed

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2020	2020	A4	10,540
USA	2020	2020	A5	3,980
USA	2020	2020	A5 CABRIOLET	1,374
USA	2020	2020	S5	1,121

*\*Counts reflect overall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.*

- Notes:**
- Schedule owner repairs immediately
  - Owner mailing – August 2020

**-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.