



Audi

AUDI DEALER COMMUNICATION

Repair Available – Service Action 91CD / 3G Cellular Network Sunset

- This notice is for:**
- ✓ Dealer Principal
 - ✓ General Manager
 - ✓ Sales Managers
- ✓ Service Manager
 - ✓ Parts Manager
 - ✓ Service Advisor
- ✓ Warranty Administrator
 - ✓ Technicians

Date: January 10, 2022

Issue: AT&T has announced its plan to discontinue its 3G network in the United States starting in February 2022. This will impact the Audi connect services in certain 2017-2019 model year Audi vehicles.

Under this service action, Audi is offering customers a software update. Eligible vehicles will also receive a hardware update at no expense to the vehicle owner.

- The software update will deactivate the vehicle’s 3G service capability so that error messages do not continually appear once 3G is no longer available.
- The hardware update will be to install a 4G LTE connected car adapter. The hardware update addresses a majority of the telematics-based services impacted by the sunset of 3G wireless service through a new service, Motion for Audi connect.

- Repair:**
- REPAIR AVAILABLE – January 11, 2022
 - 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: See the 91CD campaign circular for complete details.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2017	2017	A4 ALLROAD	2,590
USA	2017	2017	A4 SEDAN	28,697
USA	2017	2017	Q7	50,204
USA	2018	2018	A4 ALLROAD	3,168
USA	2018	2018	A4 SEDAN	25,300
USA	2018	2018	A5 CABRIOLET	6,955
USA	2018	2018	A5 COUPE	6,395
USA	2018	2018	A5 SPORTBACK	15,274
USA	2018	2018	Q5	90,469
USA	2018	2018	Q7	46,755
USA	2018	2018	RS5 COUPE	1,257
USA	2018	2018	S4 SEDAN	5,984

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.

USA	2018	2018	S5 CABRIOLET	2,779
USA	2018	2018	S5 COUPE	3,020
USA	2018	2018	S5 SPORTBACK	7,943
USA	2018	2018	SQ5	14,601
USA	2019	2019	RS5 SPORTBACK	268

**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 - January 2022
 - Campaign expiration date – **January 11, 2027**

-END OF MESSAGE-