

VWoA Compliance

From: Audi Communications <audicomunications@audi.com>
Sent: Friday, January 7, 2022 11:01 AM
To: VWoA Compliance
Subject: Dealer Communication: 3G Turndown – motion for Audi connect to launch next week



Dealer Communication

To: DP, GM, Sales, Service, Parts, Warranty, CPO, F&I
From: Audi Connected Services

3G Turndown – motion for Audi connect to launch next week

Dear Dealer Partner,

The AT&T 3G Turndown is scheduled to begin next month on February 22nd. This will impact the Audi connect services in certain 2017-2019 model year Audi vehicles. We previously announced motion for Audi connect, a connected services solution designed to provide services for vehicles losing access to Audi connect CARE's 3G telematics-based services.

[motion for Audi connect](#) will be available beginning next week. Customer will be notified via mail in the following weeks and begin to schedule service appointments in preparation for the 3G Turndown. Certain customers are eligible to receive the motion for Audi connect hardware installed at no cost. Please note the criteria:

Model Year	Original In-Service Date		Retrofit Kit Eligibility	Software Update (Mandatory for all cars)
2017	All		Y	Y
2018-2019	On or after			
	Non-CPO	February 22, 2018	Y	
	CPO	February 22, 2017	Y	
	Before			
	Non-CPO	February 22, 2018	N	
	CPO	February 22, 2017	N	

- All customers owning an impacted vehicle are eligible for a \$500 new vehicle incentive.
- All impacted vehicles are eligible to receive a software update at no expense to the vehicle owner. This update will deactivate the vehicle's 3G service capability so that error messages do not continually appear once 3G is no longer available.
- All model year 2017 impacted Audi vehicles are eligible to receive the motion for Audi connect hardware installed by their preferred dealer at no cost, which includes 4 years of prepaid service.
- Model year 2018-2019 eligibility depends on the vehicle's original in-service date:
 - Vehicles placed in-service on or after 2/22/18 (2/22/17 for CPO) will be eligible to receive the motion for Audi connect hardware installed by their preferred dealer at no cost, includes 4 years of prepaid service.

- Vehicles placed in-service before 2/22/18 (2/22/17 for CPO) will have the option to purchase the motion for Audi connect hardware and subscribe to the service.

Audi Service Action 91CD will be made available next week. If you have any questions please email Audiconnect@audi.com.

Previous 3G Turndown Communications

1. [Motion for Audi connect Announcement](#)
2. [FAQs now live on AudiUSA.com](#)
3. [Direct Link to 3G FAQs](#)
4. [CPO vehicles impact by 3G Turndown](#)

Sincerely,
Audi of America

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