



**Audi**

## AUDI DEALER COMMUNICATION

### Repair Available – 82C9 / Electric Passenger Compartment High-Voltage (HV) Heater

**This notice is for:** All Dealership Personnel

**Date:** October 25, 2023

**Issue:** In the affected vehicles, the electric passenger compartment high-voltage heater may stop working. This is more likely to occur if the heater is used frequently for prolonged periods on high setting, or if the vehicle battery is frequently charged at low ambient temperatures. Thus, this issue is more likely to occur in locations with frequently cold environmental conditions. The waste heat scavenging heat pump remains operational.

If the HV heater stops working, the vehicle interior will no longer be heated

- Repair:**
- REPAIR AVAILABLE – October 26, 2023 - Inspect and, if necessary, replace the Z189 high-voltage heater
  - See ELSA and the Service References tool in Elsa2Go 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:** There will be no parts allocation. High-voltage heaters will be available as VIN to order.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2023	E-TRON GT	559
USA	2022	2023	RS E-TRON GT	144

*\*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:**
- The 82C9 repair will be launched in multiple waves. The first wave will be assigned criteria 01, the second wave assigned criteria 02, and so on.
  - Schedule owner repairs immediately
  - Owner mailing – November 2023

**-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.*