

# IMPORTANT SAFETY RECALL

Audi of America, Inc.



<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**NHTSA:** 19V434

**Subject: Safety Recall 93E8 – High-Voltage (HV) Battery Charging Socket  
2019 Model Year Audi e-Tron**

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2019 model year Audi e-Tron vehicles. Our records show that you are the owner of a vehicle affected by this action.

Audi of America, Inc.  
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Auburn Hills, MI 48326  
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[www.audiusa.com](http://www.audiusa.com)

**What is the issue?** A potentially faulty seal may allow moisture to enter the high-voltage (HV) battery through the wiring between the HV battery charging socket and the high-voltage electronics. If this happens, the instrument cluster will display the message “Electrical system: fault.” and a warning will appear in the instrument panel. If moisture enters the high-voltage battery, there is a risk of a short circuit leading to a fire in the high-voltage system.

**What will we do?** To correct this defect, your authorized Audi dealer will install a robustness package to seal the wiring harness for the charging socket. This work will take a few hours to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

Your dealer will need to keep the vehicle for 24 hours after this repair has been performed. This will help ensure that the adhesive used during the repair cures properly.

**What should you do?** Please contact your authorized Audi dealer without delay to schedule this recall repair. For your convenience, you can also visit [www.audiusa.com](http://www.audiusa.com) and click on the “Find a Dealer” link to locate a dealer near you and schedule this service.

**Precautions you should take** Should either of the following warning lights appear along with the message “**Electrical system: fault**”, ***immediately stop, park the vehicle outdoors and do not charge it.*** Contact Audi Roadside Assistance at 800-411-9988 to make arrangements to have the vehicle towed to an authorized dealer for inspection/service without delay. Towing will be FREE of charge.



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**Lease vehicles and address changes**

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Can we assist you further?**

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at [www.audiusa.com](http://www.audiusa.com).

**Checking your vehicle for open Recalls and Service Campaigns**

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at [www.audiusa.com](http://www.audiusa.com) and enter your Vehicle Identification Number (VIN).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection