

**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

**IMPORTANT!**  
**A SAFETY RECALL HAS BEEN ISSUED FOR YOUR VEHICLE**

**Safety Recall 93E8 – HV Battery Charging Socket**

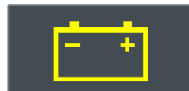
This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2019 model year Audi e-tron vehicles. Our records show that you are the owner of a vehicle affected by this action.

**Recall Description:** 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.

**THIS RECALL REPAIR IS NOT YET AVAILABLE.**

*We will send another letter as soon as the recall work can be completed on your vehicle (expected in August 2019).*

**Please note!** 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.



Audi of America, Inc.  
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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 should have any questions about this communication, please contact Audi Customer Experience at 1-800-253-2834 or via our “Contact Us” page at [www.audiusa.com](http://www.audiusa.com).

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

*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.*