



Audi

AUDI DEALER COMMUNICATION

Interim Monitoring Program – Safety Recall 93U9 / High-Voltage Battery Modules (Offline Vehicles)

This notice is for: All Dealer Personnel

Date: February 16, 2024

Issue: A potentially critical self-discharge condition exists in certain high-voltage battery modules that, in some instances, may lead to thermal overload, possibly resulting in smoke or a fire. A high-voltage battery overheating increases the risk of a fire.

Interim Monitoring Program for HV Battery Modules

- Interim Monitoring Program AVAILABLE – February 16, 2024

A FREE high-voltage battery module inspection program is available for affected vehicles. This is not a recall remedy, but an interim step to help monitor the vehicle's high-voltage battery modules until the recall remedy becomes available.

Under this program, authorized Audi dealers will inspect the high-voltage battery modules in affected vehicles once every four (4) months, FREE of charge. This work will take up to two (2) days to complete.

- If the inspection shows all battery modules are operating normally, dealers will schedule a follow-up inspection appointment for four (4) months out.
- If the inspection shows that a battery module needs replacement, dealers will order the necessary parts and perform the replacement FREE of charge. This work can take up to three (3) days to complete, depending on the number of modules requiring replacement.

During the first inspection, Audi dealers will also affix labels to the vehicles as a reminder to set the maximum battery charge to 80%.

- See ELSA and Service References in Elsa2Go for complete repair & claiming instructions.
- Check daily campaign open inventory report or OMD for affected vehicles in inventory. The monitoring program should be carried on inventory vehicles. However, inventory vehicles cannot be delivered until the final recall remedy is available.

Precautions: As a precaution, Audi recommends setting the maximum battery charge to 80%. This is an important measure to help protect the high-voltage battery modules in affected vehicles until the recall remedy is available. During the first battery module inspection, your Audi dealer will also affix labels to the vehicle as a reminder to set the maximum battery charge to 80%.

The vehicle owner's manual contains important information about charging the vehicle, and regarding the vehicle's warning lights and messages. We encourage owners and anyone who drives the vehicle to review the owner's manual to become familiar with charging procedures, and with the types of vehicle indicators, warnings and messaging they may see.

Parts Department: Review important parts information provided in the campaign circular.

Ensure all dealer 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.

Affected Vehicles:

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2019	2022	E-TRON QUATTRO	3,896
USA	2020	2022	E-TRON SPORTBACK QUATTRO	478
CAN	2019	2022	E-TRON QUATTRO	1,457
CAN	2020	2022	E-TRON SPORTBACK QUATTRO	559

**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 inspections immediately
- Interim owner mailing – February 2024
- Loaner/rental coverage – see campaign circular

IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

-END OF MESSAGE-