



Audi

AUDI DEALER COMMUNICATION

Final Repair Available – Safety Recall 93U9 / High-Voltage Battery Modules (Offline Vehicles)

This notice is for: All Dealer Personnel

Date: March 18, 2025

Interim Monitoring Program Ended:

- The interim monitoring program that launched in February 2024 has ended.
- Criteria GE and SD have been closed.
- Any outstanding claims related to the interim monitoring program should be submitted as soon as possible. The previous claiming instructions will be published under Service References in Elsa2Go.

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.

Final Repair: REPAIR AVAILABLE – March 19, 2025

- Final repair: Update vehicle software and, if necessary, inspect the high-voltage battery modules in affected vehicles.
- Criteria SY has been added for recall remedy claiming.
- 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
- Repair every affected inventory vehicle before delivery to consumers.

Precautions **As a precautionary measure to help protect the high-voltage battery modules in affected vehicles until the recall remedy work has been completed, Audi recommends setting 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: Please refer to the campaign circular for parts and ordering information.

Affected Vehicles:

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2019	2022	E-TRON QUATTRO	8,264
USA	2020	2022	E-TRON SPORTBACK QUATTRO	1,491
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 repairs immediately

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.

- Recall remedy available owner mailing – April 2025
- 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-