



Audi

AUDI DEALER COMMUNICATION

Interim Monitoring Program – Safety Recall 93V2 / High-Voltage Battery Modules (Online 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
- Customers with online data collection activated in their vehicles will be monitored under Audi's Online Field Monitoring program. Online data collection is active unless Privacy Mode is engaged in the vehicles. Audi of America's data collection practices for purposes of monitoring for vehicle safety and other purposes are described in our privacy statement, at audiusa.com/privacy. Please see the Owner's Manual to learn about the vehicle's available data collection choices through Privacy Mode.
- As long as a vehicle has online data collection activated, Audi will retrieve and analyze data from the HV battery modules in the vehicle, as long as the vehicle is driven and Privacy Mode is not engaged. While this is not a recall remedy, it is an interim step to help monitor the vehicle's HV battery modules until the recall remedy becomes available. Once the recall remedy becomes available, this monitoring program will be discontinued. See the campaign circular for complete details
- 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

Precautions

For vehicles where Audi's Online Field Monitoring program records show that one or more of the HV battery modules in a vehicle requires replacement, 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 the vehicle until the faulty module(s) can be repaired.

Once the faulty module(s) have been repaired by an authorized Audi dealer, owners may resume charging normally.

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.

Affected Vehicles:

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
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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.

USA	2019	2022	E-TRON QUATTRO	18,083
USA	2020	2022	E-TRON SPORTBACK QUATTRO	4,407

**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 owners needing repairs 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-