

**IMPORTANT SAFETY RECALL**

Audi of America, Inc.



<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**NHTSA:** 23V613

**Subject: Safety Recall 93T7 - High Voltage Battery**

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 2023 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

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

**What is the issue?** Under certain circumstances, there is a possibility that, over time, liquid can intrude into the high voltage battery of certain vehicles. Over time, if a sufficient amount of conductive liquid accumulates in the battery, arcing can occur, which could increase the risk of a fire.

**What will we do?** To correct this defect, your authorized Audi dealer will conduct leak testing to detect the potential for leakage into the battery. If testing indicates the potential for leakage, the battery will be replaced.

Testing will take about half a day to complete. Battery replacement, if necessary, will take up to one day to complete. Both the testing and battery replacement (if necessary) will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

**What should you do?** Please contact your authorized Audi dealer without delay to schedule this recall work. 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** If liquid enters the battery, a drop in insulation resistance results. If the insulation resistance value drops below a defined threshold over time, a yellow warning message is displayed in the vehicle. If the insulation value continues to drop below a defined threshold over time, a red warning message is displayed in the vehicle.

Customers experiencing this situation are advised to contact their authorized Audi dealer without delay for an appointment to have the vehicle diagnosed.

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

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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