

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: 23V842

**Subject: Safety Recall 93U6 & Service Action 93R3
Compact/Portable Charging System Cable (220V/240V)**

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 2019-2024 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

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What is the issue?

If a 220V/240V wall plug becomes overburdened when the compact/portable charging system cable is being used to charge the high-voltage batteries in your vehicle, the home wiring can become overheated. If this happens, overheating of the home infrastructure can eventually cause permanent damage to the house socket and charging cable, increasing the risk of a fire.

What will we do?

To correct the safety defect, your authorized Audi dealer will remove the 220V/240V compact/portable charging cable from your vehicle. This will take just a few minutes to complete and will be performed for you free of charge.

At the same time, you will also receive a replacement, updated 220V/240V charging unit cable and a compact/portable charging system software update under Service Action 93R3. This work will take less than an hour to complete and will also 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 and service action work. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule these services.

To ensure your dealer can perform the work described in this letter, you must bring your vehicle's complete compact/portable charging system kit with you to your repair appointment, including all charging cables that belong with it.

Safety Recall 93U6 does not have an expiration date; however please keep in mind that Service Action 93R3 will be available for you free of charge only until March 21, 2029. If you wish to have Service Action 93R3 performed after that date, your dealer's normal costs associated with the repair will apply. Please schedule an appointment for both of these actions without delay.

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Precautions you should take:

Safety Recall 93U6 only affects the 220V/240V compact/portable charging cable. You may notice that this cable may feel hot when touched (e.g. when being unplugged by the user after charging).

- As a precaution, **do not use the 220V/240V compact/portable charging cable at the 100% charge setting** until the recall remedy has been completed for your vehicle. You may continue to use this cable **only if it is set to the 50% charge setting**.
- The compact/portable charging unit and 110V home charging cable are not affected by this recall, and you may continue to use them. You may also continue to charge your vehicle using public charge stations.

As a reminder, your vehicle owner's manual contains important information about charging your vehicle. We encourage you and anyone who drives your vehicle to review the owner's manual to become familiar with this important information.

Additional Information

- 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 your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or sold the vehicle, or 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.
- 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>.
- 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 and enter your Vehicle Identification Number (VIN).
- If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

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