

IMPORTANT SAFETY RECALL

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle:

<VIN>

<MODELYEAR> <BRAND> <MODEL>

NHTSA: 23V842

Audi Recall: 93U6

Compact/Portable Charging System Cable (220V/240V)

INTERIM SAFETY RECALL NOTICE FOR YOUR VEHICLE

A recall repair is not yet available

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 that received a 220V/240V compact/portable charging cable. Our records show that you are the owner of a vehicle affected by this action.

About this recall:

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.

A recall repair is not yet available.

Right now, your dealer does not have information or parts available to perform the necessary recall work for your vehicle to address this issue.

Audi will send you another letter once the recall remedy is available. At that time, you will be able to schedule this work with your authorized Audi dealer. We expect the recall remedy to be available by mid-2024. The recall work will be performed for you free of charge.

What you can do

The recall 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.

Your safety and that of your passengers is our highest priority. We apologize for any inconvenience this letter may cause.

Sincerely,

Audi Customer Protection



Audi

Audi of America, Inc., 3800 Hamlin Road, Auburn Hills, MI 48326

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 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.