

## IMPORTANT SAFETY RECALL

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

<MODELYEAR> <BRAND> <MODEL>

NHTSA: 23V867

Audi Recall: 93V2 – High-Voltage Battery Modules

### INTERIM SAFETY RECALL NOTICE FOR YOUR VEHICLE HIGH-VOLTAGE BATTERY MODULE(S) REPLACEMENT NEEDED

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 2019-2022 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

**About this recall:**

A potentially critical self-discharge condition exists in certain high-voltage (HV) 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.

**A recall remedy is not yet available.**

Audi is working to make a recall remedy available as quickly as possible, and we will send you another letter once it is available. We expect to have the remedy available by the end of the 3rd quarter of 2024. The recall remedy, when available, will be performed for you free of charge.

**A FREE Audi Online Field Monitoring Program for HV battery modules is available NOW for your vehicle.**

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](http://audiusa.com/privacy). Please see your Owner's Manual to learn about your vehicle's available data collection choices through Privacy Mode. According to our records, your vehicle has the online data collection activated.

Audi will retrieve and analyze data from the HV battery modules in your vehicle, as long as your vehicle is driven and Privacy Mode is not engaged. While this is not a recall remedy, it is an interim step to help monitor your vehicle's HV battery modules until the recall remedy becomes available. Once the recall remedy becomes available, this monitoring program will be discontinued.

**IMPORTANT!**

Your vehicle needs HV battery module replacement NOW! →

**At the time this letter was mailed, our records show that online data collection is activated for your vehicle, and Audi's Online Field Monitoring program records show that one or more of the HV battery modules in your vehicle requires replacement.**

Please contact your authorized Audi dealer without delay to schedule this FREE repair as soon as possible.

Your dealer will order the necessary parts and perform the necessary HV battery module replacement(s) for you FREE of charge. This work can take up to three days to complete, depending on the number of HV battery modules requiring replacement. 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.

Once the affected module(s) replacement has been completed, Audi will continue to retrieve and analyze data from the HV battery modules in your vehicle, as long as your vehicle is driven and Privacy Mode is not engaged. Should another module require replacement before the recall remedy becomes available, Audi will notify you via first-class mail and you will need to schedule FREE module replacement with your authorized Audi dealer.



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](http://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](http://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.

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**Precautions you should take:**

**Because Audi's Online Field Monitoring program records show that one or more of the HV battery modules in your vehicle requires replacement, as a precaution, Audi recommends you set the maximum battery charge to 80%. This is an important measure to help protect the high-voltage battery modules in your vehicle until your dealer has repaired the faulty module(s).**

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

Your vehicle owner's manual contains important information about charging your vehicle, and regarding your vehicle's warning lights and messages. We encourage you and anyone who drives your vehicle to review the owner's manual to become familiar with charging procedures, and with the types of vehicle indicators, warnings and messaging you may see.

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

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