

## 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: 93U9 – High-Voltage Battery Modules

### INTERIM SAFETY RECALL NOTICE FOR YOUR VEHICLE

**-AND-**

### FREE HIGH-VOLTAGE BATTERY MODULE INSPECTION PROGRAM

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 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 3<sup>rd</sup> quarter of 2024. The recall work, when available, will be performed for you free of charge.

**A FREE high-voltage battery module inspection program is available right now.**

Right now, your authorized Audi dealer has a FREE high-voltage battery module inspection program available for your vehicle. This is not a recall remedy, but an interim step to help monitor your vehicle's high-voltage battery modules until the recall remedy becomes available.

Under this program, your authorized Audi dealer will inspect the high-voltage battery modules in your vehicle once every four (4) months, FREE of charge. This work will take up to two (2) days to complete.

- If the inspection shows all battery modules are operating normally, your dealer will schedule a follow-up inspection appointment for you four (4) months out.
- If the inspection shows that a battery module needs replacement, your dealer will order the necessary parts and perform the replacement for you FREE of charge. This work can take up to three (3) days to complete, depending on the number of modules requiring replacement.

During your first inspection, your Audi dealer will affix labels to your vehicle as a reminder to set the maximum battery charge to 80%.

**What you should do:**

Please contact your authorized Audi dealer without delay to schedule your first FREE high-voltage battery module inspection appointment. 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.

**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 the recall remedy is available. During your first battery module inspection, your Audi dealer will also affix labels to your vehicle as a reminder to set the maximum battery charge to 80%.**



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.

## IMPORTANT SAFETY RECALL

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

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

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