



Audi

# IMPORTANT SAFETY RECALL – FREE INTERIM REPAIR

## HIGH-VOLTAGE (HV) BATTERY MODULE REPAIR NEEDED

This notice applies to your vehicle: <VIN>, <MODELYEAR> <BRAND> <MODEL>

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| <p><b>ABOUT THIS RECALL:</b><br/>NHTSA: 23V867 / Audi Recall 93V2</p> | <p>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.</p>  |
| <p><b>WHY WE SENT THIS NOTICE:</b></p>                                | <p>At the time this notice was mailed, our records show that online data collection was 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.</p> <p><i>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.</i></p> |
| <p><b>WHAT YOU SHOULD DO:</b></p>                                     | <p>Please contact your authorized Audi dealer without delay to schedule this <u>FREE</u> repair as soon as possible. The necessary HV battery module replacement(s) will be done for you <u>FREE</u> of charge. This can take up to three days to complete, depending on the number of modules requiring replacement.</p>  |
| <p><b>PRECAUTIONS TO TAKE:</b></p>                                    | <p><b>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).</b></p> <p>Once the faulty module(s) have been repaired by your authorized Audi dealer, you may resume charging normally.</p>  |

This notice applies to your vehicle: <VIN>, <MODELYEAR> <BRAND> <MODEL>

<MONTH YEAR>

## **IMPORTANT SAFETY RECALL**

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.

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

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).



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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). 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: 1-888-275-9171); or go to <http://www.safercar.gov>.