



Frequently Asked Questions (FAQ)

Campaign Code(s)	Safety Recall 93U9 Safety Recall 93V2																												
Topic	Interim Monitoring Program for High-Voltage Battery Modules																												
Action Status	INTERIM - REPAIR AVAILABLE																												
Market(s)	USA & Canada																												
What vehicles are included in these safety recalls?	<table border="1"> <thead> <tr> <th>Safety Recall</th> <th>Country</th> <th>Beginning Model Year</th> <th>Ending Model Year</th> <th>Vehicle</th> </tr> </thead> <tbody> <tr> <td rowspan="2">93U9</td> <td>USA/CAN</td> <td>2019</td> <td>2022</td> <td>E-TRON QUATTRO</td> </tr> <tr> <td>USA/CAN</td> <td>2020</td> <td>2022</td> <td>E-TRON SPORTBACK QUATTRO</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Safety Recall</th> <th>Country</th> <th>Beginning Model Year</th> <th>Ending Model Year</th> <th>Vehicle</th> </tr> </thead> <tbody> <tr> <td rowspan="2">93V2</td> <td>USA</td> <td>2019</td> <td>2022</td> <td>E-TRON QUATTRO</td> </tr> <tr> <td>USA</td> <td>2020</td> <td>2022</td> <td>E-TRON SPORTBACK QUATTRO</td> </tr> </tbody> </table>	Safety Recall	Country	Beginning Model Year	Ending Model Year	Vehicle	93U9	USA/CAN	2019	2022	E-TRON QUATTRO	USA/CAN	2020	2022	E-TRON SPORTBACK QUATTRO	Safety Recall	Country	Beginning Model Year	Ending Model Year	Vehicle	93V2	USA	2019	2022	E-TRON QUATTRO	USA	2020	2022	E-TRON SPORTBACK QUATTRO
Safety Recall	Country	Beginning Model Year	Ending Model Year	Vehicle																									
93U9	USA/CAN	2019	2022	E-TRON QUATTRO																									
	USA/CAN	2020	2022	E-TRON SPORTBACK QUATTRO																									
Safety Recall	Country	Beginning Model Year	Ending Model Year	Vehicle																									
93V2	USA	2019	2022	E-TRON QUATTRO																									
	USA	2020	2022	E-TRON SPORTBACK QUATTRO																									
What is the recall issue?	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.																												
Are there any precautions customers can take?	<p>Audi has not issued a stop drive for these recalls.</p> <p>As a precaution, Audi recommends setting the maximum battery charge to 80%. This is an important measure to help protect the high-voltage battery modules in affected vehicles until the recall remedy is available. During the first battery module inspection, dealers will affix labels to the vehicle as a reminder to set the maximum battery charge to 80%.</p> <p>The vehicle owner's manual contains important information about charging the vehicle, and regarding the vehicle's warning lights and messages. We encourage owners and anyone who drives the vehicle to review the owner's manual to become familiar with charging procedures, and with the types of vehicle indicators, warnings and messaging they may see.</p>																												
When will a recall remedy be available?	Audi is working to make a recall remedy available as quickly as possible and expects to have it available by the end of the 3rd quarter of 2024.																												
What are the details of the interim monitoring program for Safety Recalls 93U9/93V2?	<p>A FREE high-voltage battery module inspection program is available for the recalled vehicles. While not a recall remedy, it is an interim step to help monitor a vehicle's high-voltage battery modules until the remedy becomes available.</p> <ul style="list-style-type: none"> Safety Recall 93U9: In-dealer HV battery module monitoring program. Safety Recall 93V2: Online HV battery module monitoring program. Audi will make every effort to notify owners if an HV Battery Module requires service as quickly as possible. <p>See the campaign circulars for complete details regarding the interim monitoring programs.</p>																												
Is loaner/rental coverage available to owners?	Yes – as part of the interim monitoring program for these recalls, up to 3 days of loaner/rental coverage is available. See the campaign circulars for loaner/rental claiming instructions.																												
Can inventory vehicles be monitored?	Yes - monitoring should be carried on inventory vehicles as described in the applicable campaign circular. However, inventory vehicles cannot be delivered until the final recall remedy is available.																												

IMPORTANT!

This document is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted in ELSA and the Service References tool in Elsa2Go. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.