

IMPORTANT SAFETY RECALL

Audi of America, Inc.



<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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

NHTSA: 24V228

Subject: Safety Recall 93VN - High-Voltage Battery Module(s)

Dear Audi Owner,

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 2022-2024 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

Audi of America, Inc.
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www.audiusa.com

What is the issue?

Certain high-voltage batteries may experience short circuits within the battery modules, which can lead to overheating or a fire.

What will we do?

Your dealer will be able to start performing this recall work on June 04, 2024. To correct this defect, your authorized Audi dealer will inspect and, if necessary, replace the affected high-voltage battery modules. The inspection will take up to four days to complete and will be free of charge.

Should the inspection indicate that any module requires replacement, your dealer will need to order parts for your vehicle. Once your dealer has all the necessary parts available, this work will take up to three (3) days to complete, depending on the number of modules requiring replacement. Module replacement will be free of charge.

Please keep in mind that your dealer may need additional time for the preparation of both the inspection and replacement(s) (if needed), as well as to accommodate their daily workshop schedule.

What should you do?

Please contact your authorized Audi dealer without delay to schedule this recall work. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

Precautions you should take:

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 has been completed on your vehicle. Once the recall remedy has been completed on your vehicle, you will then be able resume charging normally.

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As a reminder, your vehicle owner's manual contains important information 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 the types of vehicle indicators, warnings and messaging you may see.

Additional Information

- 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 your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or sold the vehicle, or 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 have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

We apologize for any inconvenience this matter may cause; however, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection