

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: 24V898 / 25V080

Subject: Safety Recall 93AA – High Voltage (HV) Battery

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 2021-2024 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?

The high-voltage battery modules may experience a thermal overload possibly resulting in smoke or fire. Defective high-voltage battery cell modules may overheat, increasing the risk of a fire.

What will we do?

To correct this defect, your authorized Audi dealer will install an advanced onboard diagnostic software that will detect potential issues with the performance of the battery modules and alert the driver before problems may occur. This will be performed free of charge. Vehicles requiring software only will take about an hour to complete.

Additionally, when necessary, certain vehicles will have the high-voltage battery evaluated. Certain vehicles also have pre-identified batteries or cell modules that require replacement. This work will also be performed free of charge. If high-voltage battery evaluation and/or repairs/replacement are necessary, this work can take up to two (2) days to complete once your dealer has parts available to do the work.

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.

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:

Owners are instructed not to charge the vehicle from external sources or via the combustion engine until the recall remedy software has been installed.

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.

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- 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 no longer own the vehicle identified in this letter, 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:1-888-275-9171); 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