

IMPORTANT SAFETY RECALL

1**1**1*****SINGLE-PIECE 48233
XXXXXXXXXXXXXXXXXXXX
JOHN DOE
12345 YOUR STREET
HOMETOWN, MI 98765-4321

AFDDFFDTFFFTT (barcode)

<MONTH YEAR>

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

NHTSA: 25V836

Volkswagen Recall: 93EV / High-Voltage (HV) Battery Modules

INTERIM SAFETY RECALL NOTICE FOR YOUR VEHICLE A recall repair is not yet available

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2023-2024 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

About this recall

Individual battery cells in certain high-voltage (HV) battery cell modules manufactured during a certain production period may contain misaligned electrodes. In certain situations, a misaligned electrode in the HV battery cell may lead to a fire.

A recall repair is not yet available.

Right now, your dealer does not have the recall remedy information available to perform the recall work. Volkswagen is working to make the recall remedy available as quickly as possible, and we will send you another letter once repairs can begin. At that time, you will be able to schedule this work with your authorized Volkswagen dealer. The recall work will be performed for you free of charge.

Precautions you should take:

Customers may experience a loss of range and/or performance if the recall condition exists in the vehicle. Customers with vehicle concerns are advised to have the vehicle diagnosed by an authorized Volkswagen dealer.

Until the remedy is performed, customers are advised to:

- **Set the vehicle's high-voltage battery system to an 80% state of charge limitation.**
- **Avoid using Level 3 DC chargers.**
- **Out of an abundance of caution, park the vehicle outdoors immediately after charging and do not leave the vehicle charging indoors overnight.**

As a reminder, the vehicle owner's manual contains important information about vehicle charging. We encourage anyone who drives the vehicle to review the owner's manual to become familiar with this important information.



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

If you should have any questions about this communication, please reach out to us using your preferred method of communication at www.vw.com/contact or by calling us at 800-893-5298. 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 www.vw.com/owners/recalls and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

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 no longer own the vehicle identified in this letter, please let us know so we can update our records.

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

Sincerely,

Volkswagen Customer Protection



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