

IMPORTANT SAFETY RECALL



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

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

(barcode)

<MONTH YEAR>

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

NHTSA: 26V028

Subject: Safety Recall 93EW – High-Voltage (HV) Battery Modules

Dear Volkswagen Owner,

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.

What is the issue?

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.

What will we do?

To correct this defect, your authorized Volkswagen dealer will replace the potentially affected HV battery cell modules. This work will take up to one day to complete and will be performed for you free of charge. 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 Volkswagen dealer without delay to schedule this recall work.

Because the battery cell module(s) that need to be replaced under this recall have been pre-identified by the factory for each affected vehicle, this recall work must be performed only by a certified Volkswagen battery repair dealer.

Please visit vw.com and click on *Find a Dealer*, click on *Show Filter* and then select the *EV Repair (including Battery)* filter to locate the closest certified Volkswagen battery repair dealer to have this recall work completed.

Precautions you should take:

Owners may experience a loss of range and/or performance if the recall condition exists in the vehicle. If you have any vehicle concerns, please make an appointment to have the vehicle diagnosed by an authorized Volkswagen dealer.

Until the recall remedy is performed, owners should take the following precautions:

- **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.

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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 Volkswagen 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 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.

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,

Volkswagen Customer Protection