

IMPORTANT SAFETY RECALL



Volkswagen of America, Inc.
P.O. Box 217022
Auburn Hills, MI 48321-7022

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: 26V030

Subject: Safety Recall 93EA - High-Voltage (HV) Battery

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 2023-2025 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

The high-voltage battery cell modules may experience overheating in one module that can spread to others, which could result in a vehicle fire.

What will we do?

To correct this defect, your authorized Volkswagen dealer will conduct a battery health check inspection and install updated Self Discharge Diagnosis (SDD) software. Potentially affected HV battery cell modules will be replaced (if needed) based on the inspection and/or SDD software warning. This recall work will be performed at no cost to you.

The battery health check and software installation will take about an hour to complete. If an HV battery cell module(s) needs replacement, the replacement can only be performed by an authorized Volkswagen EV Repair (Including Battery) dealer. Once the authorized Volkswagen EV Repair (Including Battery) dealer has the parts on hand, the replacement will take up to one day to complete.

Important! Any authorized Volkswagen dealer can perform the battery health check inspection and install the updated SDD software. However, if your vehicle needs to have an HV battery cell module(s) replaced, replacement can only be performed by an authorized Volkswagen EV Repair (Including Battery) dealer. When making your appointment for this recall, you will want to check with your dealer to see if they are an authorized Volkswagen EV Repair (Including Battery) dealer.

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. To set up an appointment online, please visit www.vw.com/find-a-dealer.

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 vehicle concerns, please have your vehicle diagnosed by an authorized Volkswagen dealer.

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 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/lookup and enter your Vehicle Identification Number (VIN) into the Recalls and Service Campaigns 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