

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: <VIN>

<MODELYEAR> <BRAND> <MODEL>

NHTSA: 23V867

Audi Recall: 93U9 – High-Voltage Battery Modules

IMPORTANT – IMMEDIATE ACTION REQUIRED

Our system records indicate your vehicle is no longer providing online data collection, and as a result, Audi's Online Field Monitoring program (which included FREE online monitoring of the high-voltage battery modules under Safety Recall 93V2 (High-Voltage Battery Modules)) is no longer available for your vehicle.

To help ensure your continued safety until a recall remedy becomes available, Audi has added your vehicle to Safety Recall 93U9 (High-Voltage Battery Modules) as described in this letter.

Your immediate attention and action is required. Please schedule a FREE appointment with your authorized Audi dealer without delay.

INTERIM SAFETY RECALL NOTICE

FREE HIGH-VOLTAGE BATTERY MODULE INSPECTION & INTERIM SOFTWARE UPDATE

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 2019-2022 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

About this Recall:

A potentially critical self-discharge condition exists in certain high-voltage battery modules that, in some instances, may lead to thermal overload, possibly resulting in smoke or a fire. A high-voltage battery overheating increases the risk of a fire.

A recall remedy is not yet available. Audi is working to make a recall remedy available as quickly as possible, and we will send you another letter once it is available. We expect to have the remedy available in the first quarter of 2025. The recall remedy, when available, will be FREE of charge. In the interim, Audi is providing a FREE high-voltage battery module inspection and an interim software update as described in this letter.



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

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 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 sold the vehicle, please let us know so we can update our records.

IMPORTANT SAFETY RECALL

High-voltage Battery Module Inspection & Interim Software Update:

To help monitor your vehicle's high-voltage battery modules until the recall remedy becomes available, your authorized Audi dealer will inspect the high-voltage battery modules in your vehicle and perform an interim software update FREE of charge. While this is not the final recall remedy, we encourage you to schedule this work as soon as possible with your authorized Audi dealer. For your convenience, you can visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this work.

High-voltage battery module inspection will take up to two (2) days to complete. If the inspection shows that a battery module needs replacement, your dealer will order the necessary parts and perform the replacement for you FREE of charge. This work can take up to three (3) days to complete, depending on the number of modules requiring replacement.

Your dealer will also update your vehicle's software so your vehicle can monitor high-voltage battery module status. If a self-discharge condition is detected, a yellow warning light will come on to alert the driver that the vehicle requires service.

With the interim vehicle monitoring software installed, you will not need to take your vehicle to the dealership for further monitoring under this recall; however, if the yellow warning light comes on, you are advised to make an appointment with your dealer to have your vehicle diagnosed without delay.

Your vehicle owner's manual contains important information about charging your vehicle, and 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 charging procedures, and with the types of vehicle indicators, warnings and messaging you may see.

As a precaution, Audi recommends you also 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 is available. At your interim repair visit, your Audi dealer will affix labels to your vehicle as a reminder about setting the maximum battery charge to 80%.

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

Sincerely,

Audi Customer Protection



Audi

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