

## Frequently Asked Questions (FAQ)

ACTION SUMMARY	
<b>Campaign</b>	SAFETY RECALL 93E8
<b>Action Status</b>	<p><b>REPAIR NOT YET AVAILABLE</b></p> <p>All affected units in dealer inventory are under stop-sale until repaired</p> <p>Check your daily campaign open inventory report or OMD for affected vehicles in inventory affected by this recall and stop-sale.</p> <p>Keep ALL affected vehicles in a secure area where they cannot be made available for sale, lease, trade or demo use until the recall repair has been performed.</p>
<b>Market(s)</b>	USA
<b>Affected Vehicles</b>	Certain 2019 MY Audi e-tron
<b>Problem Description</b>	A potentially faulty seal may allow moisture to enter the high-voltage (HV) battery through the wiring between the HV battery charging socket and the high-voltage electronics. If this happens, the instrument cluster will display the message “Electrical system: fault.” and a warning will appear in the instrument panel. If moisture enters the high-voltage battery, there is a risk of a short circuit leading to a fire in the high-voltage system.
<b>Precautions</b>	<p><b>Please note!</b> Should either of the following warning lights appear along with the message “<b>Electrical system: fault</b>”, <b><i>immediately stop, park the vehicle outdoors and do not charge it.</i></b> Contact Audi Roadside Assistance at 800-411-9988 to make arrangements to have the vehicle towed to an authorized dealer for inspection/service without delay. Towing will be FREE of charge.</p> <div style="display: flex; justify-content: center; align-items: center; gap: 20px;">   </div> <p>Dealers that receive customer vehicles where the message/lights have appeared should keep them in a secure, <b>outdoor</b> area until the recall repair has been performed. These vehicles must also be covered to protect the charging socket from moisture/rain.</p>
<p style="text-align: center;"><b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b></p> <p><b><u>New Vehicles in Dealer Inventory:</u></b> It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.</p> <p><b><u>Pre-Owned Vehicles in Dealer Inventory:</u></b> Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.</p>	
<p><b>VIN Lookup Visibility - NHTSA <a href="http://safercar.gov">safercar.gov</a> and <a href="http://audiusa.com">audiusa.com</a>:</b> On or about <b>June 07, 2019</b>, the campaign code will appear for affected vehicles in the VIN lookup tool(s). Customers can check a vehicle’s eligibility for repair under this or any other recall/service campaign by clicking on the <b>Look Up Recalls</b> link at</p>	

**IMPORTANT!**

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

[www.audiusa.com](http://www.audiusa.com) and entering the Vehicle Identification Number (VIN).

#### What is the status of this recall repair?

The recall repair is not yet available.

#### Why has this recall been announced when dealers are not yet able to perform the repairs?

Once a determination of safety defect or noncompliance is made, the law requires auto manufacturers to notify the government promptly – regardless of parts/repair availability.

#### What if a customer requests that their vehicle be repaired immediately?

Any vehicle experiencing issues should be diagnosed/repared by an authorized dealer following existing repair guidelines.

If a vehicle is not currently experiencing any issues, please inform the customer that a repair solution is pending, and that they will receive formal notification via first-class mail once the repair is available. Once the customer receives formal notification, they may contact their authorized dealer to schedule the repair.

#### Are there any precautions that customers should take prior to having this campaign performed?

As with any safety recall, it's important to have an affected vehicle repaired by an authorized Audi dealer without delay. At this time, the recall repair is not available. Customers will be notified via first-class mail as soon as repairs can begin.

**Please note!** Should either of the following warning lights appear along with the message “**Electrical system: fault**”, ***immediately stop, park the vehicle outdoors and do not charge it***. Contact Audi Roadside Assistance at 800-411-9988 to make arrangements to have the vehicle towed to an authorized dealer for inspection/service without delay. Towing will be FREE of charge.

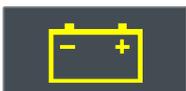


Dealers that receive customer vehicles where the message/lights have appeared should keep them in a secure, **outdoor** area until the recall repair has been performed. These vehicles must also be covered to protect the charging socket from moisture/rain.

#### Can a customer continue to drive their vehicle until the recall repair is available?

Yes, the customer can continue to drive the car.

**Please note!** Should either of the following warning lights appear along with the message “**Electrical system: fault**”, ***immediately stop, park the vehicle in the open and do not charge it***. Contact Audi Roadside Assistance at 800-411-9988 to make arrangements to have the vehicle towed to an authorized dealer for inspection/service without delay. Towing will be FREE of charge.



Dealers that receive customer vehicles where the message/lights have appeared should keep them in a secure, **outdoor** area until the recall repair has been performed. These vehicles must also be covered to protect the charging socket from moisture/rain.

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**Is a loaner vehicle or towing assistance being covered under this action?**

In the event a request is made, please follow existing alternate transportation/towing assistance guidelines to assist the customer. Charges for either service cannot be billed against this campaign but must be handled separate from the campaign. Towing will be FREE of charge to customers.

**What should dealers do if they have any affected vehicles in inventory?**

Effective immediately, all inventory vehicles affected by this safety recall are on stop-sale hold.

Dealers can use their most current OMD Web report to identify any affected vehicles that may be in their inventory. In the interest of customer safety and satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this repair has been performed.

**Who should dealers contact if they have additional questions?**

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Audi Public Relations.

**Is an owner reimbursement plan part of this recall?**

Due to the nature of this campaign, it is unlikely a customer will request reimbursement. However, any customer with questions about reimbursement should be directed to Audi Customer Experience/Relations.

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