

VOLKSWAGEN

GROUP OF AMERICA

Ann Carlson, Acting Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, DC 20590

Christopher T. Sandvig NAME
Director Title
Group Customer Protection Department
248-754-5000 Phone
248-754-5093 Fax
December 13, 2023 Date

Subject: Chronology for Audi Recall 93U6
Compact/Portable Charging System Cable (220V/240V)

VOLKSWAGEN GROUP OF AMERICA, INC.
3800 HAMLIN ROAD
AUBURN HILLS, MI 48326
PHONE +1 248 754 5000

Dear Ms. Carlson:

Volkswagen hereby submits the following chronology associated with the subject recall.

Chronology of Defect

September 2020: Audi became aware of cases where melting/overheating occurred at the industrial socket (NEMA 14-50) when charging with the industrial 220V/240V plug with 40 amperes.

October 2020 – December 2021: Audi requested parts from the field and analyzed the patterns and surrounding circumstances of customer charging behavior. All analyzed cases did not show any issues with the vehicle and the delivered charging equipment itself. The root cause always appeared to be household power outlets and/or household wiring/circuit breakers incapable of handling the required electrical current.

All investigations showed that the power outlets and/or wiring may be incapable of handling the required electrical current, if the proper electrical requirements are not met. In this case use of the compact charging system with improper or overburdened 220V power outlets and wiring may, in certain circumstances, lead to a risk of overheating of the home infrastructure. Therefore, Audi decided to implement a service campaign where customers were sent detailed instructions and asked to bring the charging equipment to an Audi dealer to change the setting on the charging system control unit to 50% power level for the industrial plug and attach a warning label to the control unit of the Audi compact charging system. With these measures, it is still possible to charge at a charging current of 100% by pressing the button (100%) on the control unit if customers have assured that their home power supply meets all the requirements for safely charging the high-voltage battery at a current rating of 40 amperes.

January 2022: A service campaign was launched and Volkswagen Group of America presented the topic to NHTSA during its regular Quarterly Meeting with the Office of Defects Investigation.

February 2022 – November 2023: Field monitoring continued and Audi continued to receive reports of overheated and melted sockets.

December 6, 2023: A re-evaluation based on the field situation determined that a misuse still cannot be ruled out even with the additional warning instructions and the previous service campaign. Out of an abundance of caution, Audi determined it would supersede its existing service campaign and conduct a safety recall to replace the affected charging cables by a new charging cable with incorporated temperature sensors. In unsold vehicles the industrial charging cable will be removed from the charging equipment before delivery.

Audi is currently aware of 615 claims, dating from 08/05/2020 - 12/05/2023, and no fires, crashes or injuries potentially related to this issue.

Please contact me if you require any additional information or have any questions related to this information.

Sincerely,

A handwritten signature in blue ink, appearing to read 'C.T.S.', is positioned above the printed name.

Christopher T. Sandvig
Director, Group Customer Protection
Group Quality