

Part 573 Safety Recall Report

23V-867

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : OCT 07, 2024

NHTSA Recall No. : 23V-867

Manufacturer Recall No. : 93U9/93V2



Manufacturer Information :

Population :

Manufacturer Name : Volkswagen Group of America, Inc.

Number of potentially involved : 26,866

Address : 3800 Hamlin Road
Auburn Hills MI 48326

Estimated percentage with defect : 3 %

Company phone : 1-800-893-5298

Vehicle Information :

Vehicle 1 : 2019-2022 AUDI E-TRON QUATTRO

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : AUDI AG is conducting a voluntary safety recall involving all Audi e-tron vehicles built with potentially suspect HV battery modules type E61V from LG Energy Solution. The recall population was determined by production data and includes vehicles that are equipped with a potentially suspect high-voltage battery. The recalled products differ from products that were not included in the recall because they are not equipped with the potentially suspect high-voltage battery.

E-TRON QUATTRO: 21981

Production Dates : JAN 03, 2019 - MAR 11, 2022

VIN Range 1 : Begin : WA1LAAGE9KB002638 **End :** WA1AAAGE9NB030161 ☒ Not sequential

Vehicle 2 : 2020-2022 AUDI E-TRON SPORTBACK QUATTRO

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : AUDI AG is conducting a voluntary safety recall involving all Audi e-tron vehicles built with potentially suspect HV battery modules type E61V from LG Energy Solution. The recall population was determined by production data and includes vehicles that are equipped with a potentially suspect high-voltage battery. The recalled products differ from products that were not included in the recall because they are not equipped with the potentially suspect high-voltage battery.

E-TRON SPORTBACK QUATTRO: 4885

Production Dates : MAY 20, 2020 - MAR 11, 2022

VIN Range 1 : Begin : WA12ABGE9LB031088 **End :** WA11AAGE3NB027689 ☒ Not sequential

Description of Defect :

Description of the Defect : 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.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A high-voltage battery overheating increases the risk of a fire.

Description of the Cause : A small number of vehicles have experienced thermal overload with smoke or fire occurring underneath the vehicle from the high-voltage battery. The root cause is still under investigation, but the risk is associated with the battery modules exhibiting the potentially critical self-discharge behavior.

Identification of Any Warning that can Occur : Affected high-voltage batteries may experience a loss of range and/or performance as an early indication.

Involved Components :

Component Name 1 : HV battery module

Component Description : HV battery module

Component Part Number : 4KE 915 591*

Supplier Identification :**Component Manufacturer**

Name : LG Energy Solution Ochang Plant

Address : 29, Gwahaksaneop 3-ro

Oksan-myeon Heungdeok-gu, Cheongju-si Foreign States

Country : Korea, Republic of

Chronology :

Please see separate document for chronology.

Description of Remedy :

Description of Remedy Program :	The final remedy will be the installation of advanced onboard diagnostic software that will detect potential issues related to changes in battery module performance and will warn the driver before problems can develop. This software is expected to become available in the first quarter of CY 2025. 10/02/2024 Update: Audi is diligently working on the remedy which is currently planned to be available in Quarter 1 of 2025. Owners will be notified once the final repair solution is available. Please note that the interim remedy and our monitoring is active and customers are being notified on a monthly basis. For vehicles where online-data is available, the vehicles can be closely monitored through online data evaluation (customers with enrolled vehicles). Where the online data shows a potentially critical battery module, the customer will be contacted and advised to only charge the vehicle at 80% charging capacity until the affected module can be replaced at an authorized Audi dealer. For vehicles where online-data is not available, as an interim measure dealers will perform diagnostic procedures and, if necessary, replace battery module assemblies. These vehicles are advised to only be charged at 80% charging capacity and the check may have to be repeated before the software becomes available. As an interim measure, dealers will replace battery modules for these vehicles that fail the diagnostics. Audi will offer a reimbursement plan under this recall, as some vehicles are already out of the manufacturer’s warranty.
How Remedy Component Differs from Recalled Component :	The software that will be installed in affected vehicles will have the ability to detect potential issues related to changes in battery module performance and/or self-discharge conditions before a thermal event may develop and warn the driver accordingly. The software is expected to become available in the first quarter of CY 2025.
Identify How/When Recall Condition was Corrected in Production :	Starting with production in March 2022, the affected battery cells were no longer used.

Recall Schedule :

Description of Recall Schedule :	The owner notification for the final remedy is expected to become available in the first quarter of CY 2025; mailing planned to occur on or before 03/31/2025. Dealers: on or before December 22, 2023
Planned Dealer Notification Date :	DEC 22, 2023 - DEC 22, 2023
Planned Owner Notification Date :	MAR 31, 2025 - MAR 31, 2025

* NR - Not Reported