

# Part 573 Safety Recall Report

# 24V-898

**Manufacturer Name :** Volkswagen Group of America, Inc.

**Submission Date :** MAR 31, 2025

**NHTSA Recall No. :** 24V-898

**Manufacturer Recall No. :** 93AA



## Manufacturer Information :

**Manufacturer Name :** Volkswagen Group of America, Inc.

**Address :** 3800 Hamlin Road

Auburn Hills MI 48326

**Company phone :** 1-800-893-5298

## Population :

**Number of potentially involved :** 4,616

**Estimated percentage with defect :** 1 %

## Vehicle Information :

**Vehicle 1 :** 2022-2023 AUDI Q5

**Vehicle Type :**

**Body Style :**

**Power Train :** HYBRID ELECTRIC

**Descriptive Information :** The recall population was determined by identifying potentially affected modules by the supplier, in comparison with the production records of high-voltage batteries in vehicle assembly.

The recalled vehicles are equipped with high-voltage batteries from that specific production period. Vehicles not included in the recall are equipped with high-voltage batteries produced after the clean point at the supplier.

Q5: 4606

**Production Dates :** AUG 10, 2021 - DEC 10, 2022

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

**Vehicle 2 :** 2022-2022 AUDI A7

**Vehicle Type :**

**Body Style :**

**Power Train :** HYBRID ELECTRIC

**Descriptive Information :** The recall population was determined by identifying potentially affected modules by the supplier, in comparison with the production records of high-voltage batteries in vehicle assembly.

The recalled vehicles are equipped with high-voltage batteries from that specific production period. Vehicles not included in the recall are equipped with high-voltage batteries produced after the clean point at the supplier.

A7: 10

**Production Dates :** JUL 02, 2021 - MAY 04, 2022

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

**Description of Defect :**

Description of the Defect : In rare circumstances the high-voltage battery modules may experience a thermal overload possibly resulting in smoke or fire.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Defective high-voltage battery cell modules may overheat, increasing the risk of a fire.

Description of the Cause : The root cause is still under investigation. Current analysis results show that certain manufacturing deviations may have occurred at the responsible supplier of the battery modules.

Identification of Any Warning that can Occur : No warning will occur.

**Involved Components :**

Component Name 1 : High Voltage Battery

Component Description : High Voltage Battery

Component Part Number : 4K0.915.099 (Audi A7)

Component Name 2 : High Voltage Battery

Component Description : High Voltage Battery

Component Part Number : 80A.915.099 (Audi Q5)

**Supplier Identification :****Component Manufacturer**

Name : Samsung SDI

Address : Schenek István u. 1  
Goed Foreign States 2131

Country : Hungary

**Chronology :**

In August 2023, the Audi Product Safety Committee was notified of four (4) field cases on non-U.S. market

PHEV vehicles with thermal events originating from the high-voltage battery.

August 2023 – April 2024: Audi evaluated battery packs from field incidents with the supplier. In addition, additional parts were collected from the field for analysis.

April 2024: After receiving additional field incidents from non-U.S. markets, the Audi Product Safety Committee decided to collect 50 high-voltage batteries from the field for a life-time analysis.

April 2024 – November 2024: Analysis plan for high-voltage field batteries was developed and implemented. Comprehensive analyses of the battery modules and high-voltage batteries from the field part collection and from additional field cases were carried out together with Samsung SDI to determine the conditions and circumstances that may trigger a thermal event in the affected high-voltage battery modules. Online data from the high-voltage batteries were also included in the analysis. The root cause is still not fully understood, and the analysis is ongoing. Based on this information, Audi determined the scope of the potentially affected vehicles.

November 20, 2024: The Audi Product Safety Committee determined to conduct a safety defect recall for the potentially affected vehicles.

As of November 27, 2024: Audi is not aware of any injuries, crashes or fires due to this issue in the United States market.

## Description of Remedy :

**Description of Remedy Program :** The final remedy will be the installation of an advanced onboard diagnostic software. This software detects potential issues with the performance of the battery modules and alerts the driver before problems may occur. The software is expected to be available in the second quarter of CY 2025.

As an interim remedy for vehicles with available online data (customers with enrolled vehicles), if the online data indicates a critical module, the affected modules or high-voltage batteries must be replaced. In this scenario, the customer will be asked to come to the workshop and will be instructed not to charge the vehicle from external sources or via the combustion engine until the affected modules or high-voltage battery can be replaced.

As an interim remedy for vehicles without online data, the customer will be instructed not to charge the vehicle from external sources or via the combustion engine until the new software becomes available.

As some vehicles may already be outside of warranty, Audi will offer a reimbursement plan under this recall.

**How Remedy Component Differs from Recalled Component :** The final remedy will be a new diagnostic software with the ability to detect potential issues related to changes in battery module performance and to warn the driver before problems may occur.

**Identify How/When Recall Condition was Corrected in Production :**

In order to detect potential manufacturing deviations in the production process, the battery cell supplier has implemented an optical inspection system to detect potential damage during the production process and a 100% X-ray inspection at the cell level in November 2021. Batteries after this date show no abnormalities in the field regarding this topic.

Due to the complex structure from the individual battery cell to the high-voltage battery and the associated supply chain, potentially affected batteries may have been installed in vehicle production until August 2023. After that, only batteries without defective cells were used.

**Recall Schedule :**

Description of Recall Schedule : Dealers: on or before December 03, 2024. Owners: On or before April 30, 2025.

Planned Dealer Notification Date : DEC 03, 2024 - DEC 03, 2024

Planned Owner Notification Date : APR 30, 2025 - APR 30, 2025

\* NR - Not Reported