



**Audi**

## **AUDI DEALER COMMUNICATION**

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### **Repair Available – Safety Recall 931A / Interim Monitoring Program for High-Voltage Battery Modules (Online Vehicles)**

<b>This notice is for:</b>	All Dealer Personnel
<b>Date:</b>	October 28, 2024
<b>Problem Description</b>	Certain high-voltage (HV) batteries may experience short circuits within the battery modules. A short circuit in the high-voltage battery module can increase the risk of a fire.
<b>Interim Monitoring Program for HV Battery Modules</b>	<p>Customers with online data collection activated in their vehicles will be monitored under Audi's Online Field Monitoring program. Online data collection is active unless Privacy Mode is engaged in the vehicles. Audi of America's data collection practices for purposes of monitoring for vehicle safety and other purposes are described in our privacy statement, at <a href="http://audiusa.com/privacy">audiusa.com/privacy</a>. Please see the Owner's Manual to learn about the vehicle's available data collection choices through Privacy Mode.</p> <p>As long as a vehicle has online data collection activated, Audi will retrieve and analyze data from the HV battery modules in the vehicle, as long as the vehicle is driven and Privacy Mode is not engaged. While this is not a recall remedy, it is an interim step to help monitor the vehicle's HV battery modules until the recall remedy becomes available. Once the recall remedy becomes available, this monitoring program will be discontinued.</p> <ul style="list-style-type: none"><li>• If, at the time the interim owner letter was mailed, our records show that online data collection was activated for a vehicle, and Audi's Online Field Monitoring program records show that the HV battery modules in the vehicle are operating according to factory specifications, there is nothing an owner needs to do at this time.</li><li>• If Audi's Online Field Monitoring program identifies a HV battery module needing replacement, Audi will notify the owner via first-class mail, and the owner will need to schedule a service appointment with an authorized Audi dealer. The dealer will order the necessary parts and perform the replacement FREE of charge.</li></ul> <p>Once the affected module(s) replacement has been completed, Audi will continue to retrieve and analyze data from the HV battery modules in the vehicle, as long as the vehicle is driven and Privacy Mode is not engaged. Should another module require replacement before the recall remedy becomes available, Audi will notify the owner via first-class mail, and they will need to schedule FREE module replacement with an authorized Audi dealer.</p>
<b>Precautions</b>	<p>For vehicles where Audi's Online Field Monitoring program records show that one or more of the HV battery modules in a vehicle requires replacement, as a precaution, Audi recommends setting the maximum battery charge to 80%. This is an important measure to help protect the high-voltage battery modules in the vehicle until the faulty module(s) can be repaired.</p> <p>Once the faulty module(s) have been repaired by an authorized Audi dealer, owners may resume charging normally.</p> <p>The vehicle owner's manual contains important information about charging the vehicle, and regarding the vehicle's warning lights and messages. We encourage owners and anyone who drives the vehicle to review the owner's manual to become familiar with charging procedures, and with the types of vehicle indicators, warnings and messaging they may see.</p>
<b>Repair:</b>	<ul style="list-style-type: none"><li>• INTERIM REPAIR AVAILABLE – October 29, 2024</li><li>• See ELSA and Service References in Elsa2Go for complete repair &amp; claiming instructions.</li></ul>

*Ensure all dealer personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Audi Public Relations.*

- Check daily campaign open inventory report or OMD for affected vehicles in inventory
- Repair every affected inventory vehicle before delivery to consumers.

**Parts Department:**

See the campaign circular for complete parts and ordering information. Please coordinate with your service department to ensure that parts are available for all scheduled appointments.

**Affected Vehicles:**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2024	E-TRON GT	4,459
USA	2022	2024	RS E-TRON GT	1,385

*\*Counts reflect overall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.*

**Notes:**

- Schedule owner repairs immediately
- Interim letter owner mailing – November 2024
- Loaner/rental coverage – see campaign circular

**IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS**

**New Vehicles in Dealer Inventory:** 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.

**Pre-Owned Vehicles in Dealer Inventory:** 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.

**-END OF MESSAGE-**