

## IMPORTANT SAFETY RECALL

Audi of America, Inc.



<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**NHTSA:** 24V726

**Subject: Safety Recall 931A / 931B - High-Voltage Battery Modules**

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2022-2024 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

### **What is the issue?**

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.

### **What will we do?**

To correct this defect, your authorized Audi dealer will inspect the high-voltage battery modules in affected vehicles, replace module(s) if necessary and perform vehicle software update.

High-voltage battery module inspection, will take up to four (4) days to complete. If the inspection shows that a battery module needs replacement, dealers will order the necessary parts and perform the replacement. This work can take up to three (3) days to complete, depending on the number of modules requiring replacement. The software update will take about an hour to complete.

Both the software update and high-voltage battery module replacement (if necessary) will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

### **What should you do?**

Please contact your authorized Audi dealer without delay to schedule this recall work. For your convenience, you can also visit [www.audiusa.com](http://www.audiusa.com) and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

### **Precautions you should take:**

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 recall remedy can be performed.

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.

### **Additional Information**

- If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt.

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- If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at [www.audiusa.com](http://www.audiusa.com).
- If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY:1-888-275-9171); or go to <http://www.safercar.gov>.
- To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the Recall/Service Campaign Lookup tool at [www.audiusa.com](http://www.audiusa.com) and enter your Vehicle Identification Number (VIN).
- If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

We apologize for any inconvenience this matter may cause; however, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection