

IMPORTANT SAFETY RECALL

1**1**1*****SINGLE-PIECE 48233
XXXXXXXXXXXXXXXXXX
JOHN DOE
12345 YOUR STREET
HOMETOWN, MI 98765-4321

<MONTH YEAR>

AFDDFFDTFFFTT (barcode)

This notice applies to your vehicle: <VIN>

<MODELYEAR> <BRAND> <MODEL>

NHTSA: 24V726

Audi Recall: 931B – High-Voltage Battery Modules

INTERIM SAFETY RECALL NOTICE
FREE HIGH-VOLTAGE BATTERY MODULE INSPECTION

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.

About this Recall: 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.

A recall remedy is not yet available. Audi is working to make a remedy available as quickly as possible and expects the remedy to be available by the end of the 1st quarter of 2025. The recall remedy, when available, will be FREE of charge. We will send you a letter when your dealer has instructions ready to complete it for you.

In the interim, Audi has a FREE high-voltage battery module inspection program for your vehicle ready now. This is not a recall remedy, but an interim step to help monitor your vehicle’s high-voltage battery modules until the recall remedy becomes available. Your authorized Audi dealer will inspect the high-voltage battery modules in your vehicle, FREE of charge. This work will take up to four (4) days to complete.

- If the inspection shows all battery modules operating normally, your dealer will schedule a follow-up inspection appointment after 90 days.
- If the inspection shows that a battery module needs replacement, your dealer will order the necessary parts and perform the replacement for you FREE of charge. This work can take up to three (3) days to complete, depending on the number of modules requiring replacement.
- Please contact your authorized Audi dealer to schedule your first FREE high-voltage battery module inspection appointment without delay. For your convenience, you can also visit www.audiusa.com and click on the “Find a Dealer” link to locate a dealer near you to schedule.



Audi of America, Inc., 3800 Hamlin Road, Auburn Hills, MI 48326

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. 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: 1-800-424-9153); 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 and enter your Vehicle Identification Number (VIN).

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. If you have changed your address or no longer own the vehicle identified in this letter, please let us know so we can update our records.

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Precautions you should take: Audi recommends setting the maximum battery charge to 80%. This is an important measure to help protect the high-voltage battery modules in your vehicle until the recall remedy is available.

As always, should you have concerns about your vehicle, please make an appointment with your authorized Audi dealer to have the vehicle concern diagnosed.

Your vehicle owner's manual contains important information about charging your vehicle, and regarding your vehicle's warning lights and messages. We encourage you and anyone who drives your vehicle to review the owner's manual to become familiar with charging procedures, and with the types of vehicle indicators, warnings and messaging you may see.

Your safety and that of your passengers is our highest priority. We apologize for any inconvenience this letter may cause.

Sincerely,

Audi Customer Protection



Audi

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