



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

December 28, 2023

Mr. Chris Sandvig
Volkswagen Group of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

NEF-107SS
23V-867

Subject: High-Voltage Battery Modules May Overheat

Dear Mr. Sandvig:

This letter serves to acknowledge Volkswagen Group of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

AUDI/E-TRON/2019-2022

Mfr's Report Date: December 20, 2023

NHTSA Campaign Number: 23V-867

Components:

ELECTRICAL SYSTEM:PROPULSION SYSTEM:TRACTION BATTERY
THERMAL:MANAGEMENT:SOFTWARE

Potential Number of Units Affected: 26,866

Problem Description:

Volkswagen Group of America, Inc. (Audi) is recalling certain 2020-2022 E-Tron Sportback Quattro and 2019-2022 E-Tron Quattro vehicles. Certain high-voltage battery modules may overheat.

Consequence:

A high-voltage battery that overheats increases the risk of a fire.

Remedy:

Dealers will install onboard diagnostic software to monitor battery module performance, and replace affected battery modules where necessary, free of charge. Interim owner notification letters explaining the safety risk are expected to be mailed February 16, 2024. Owners will receive a second notice once the remedy becomes available, anticipated in 3rd Quarter 2024. Owners may contact Audi customer at 1-800-253-2834. Audi's number for this recall is 93U9.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

Please ensure the following requirements are met:

As required in Part 573.6, please amend the chronology to reference NHTSA's Information Request (IR) letter dated January 20, 2023 (EQ22-001) regarding this matter and Volkswagen's February 17, 2023 response. Provide an explanation for how claim data Volkswagen had during its IR response did not warrant a safety recall decision by Volkswagen before December 2023.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Volkswagen Group of America, Inc.'s contact for this recall will be Sarah Shiver who may be reached by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement