Part 573 Safety Recall Report   21V-825

Manufacturer Name :	Volkswagen Group of America, Inc.
Submission Date :	OCT 20, 2021
NHTSA Recall No. :	21V-825
Manufacturer Recall No. :	91CR

NHTSA
NATIONAL HIGHWAY TRAFFIC
SAFETY ADMINISTRATION

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 : 2,857
Estimated percentage with defect : 10 %

Vehicle Information :

Vehicle 1 :	2021-2021 Audi S8
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The affected software was updated with a new cluster of the Audi Modular Infotainment Toolkit in CW 25/2021. Vehicle assembly information and supplier production records were reviewed to determine the potentially affected vehicles. Vehicles not included in the recall have not received the affected software or have already been remedied in the factory or port.
	S8 count: 13
Production Dates :	JUN 09, 2021 - JUL 27, 2021
VIN Range 1 :	Begin : WAU8SAF80MN022795 End : WAU8SBF89MN026432 ☑ Not sequential

Vehicle 2 :	2022-2022 Audi A5 SPORTBACK
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The affected software was updated with a new cluster of the Audi Modular Infotainment Toolkit in CW 25/2021. Vehicle assembly information and supplier production records were reviewed to determine the potentially affected vehicles. Vehicles not included in the recall have not received the affected software or have already been remedied in the factory or port.
	A5 SPORTBACK count: 18
Production Dates :	SEP 01, 2021 - SEP 08, 2021
VIN Range 1 :	Begin : WAUCBCF51NA003466 End : WAUCBCF53NA004022 ☑ Not sequential

Vehicle 3 :	2022-2022 Audi A4 SEDAN
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The affected software was updated with a new cluster of the Audi Modular Infotainment Toolkit in CW 25/2021. Vehicle assembly information and supplier production records were reviewed to determine the potentially affected vehicles. Vehicles not included in the recall have not received the affected software or have already been remedied in the factory or port. A4 SEDAN count: 52
Production Dates :	JUL 06, 2021 - JUL 27, 2021
VIN Range 1 : Begin :	WAUBBAF44NA002206 End : WAUBBAF41NN000728 ☑ Not sequential

Vehicle 4 :	2021-2021 Audi A8
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The affected software was updated with a new cluster of the Audi Modular Infotainment Toolkit in CW 25/2021. Vehicle assembly information and supplier production records were reviewed to determine the potentially affected vehicles. Vehicles not included in the recall have not received the affected software or have already been remedied in the factory or port. A8 count: 125
Production Dates :	JUN 23, 2021 - JUL 30, 2021
VIN Range 1 : Begin :	WAU8EAF83MN024368 End : WAU8EAF88MN027198 ☑ Not sequential

Vehicle 5 :	2022-2022 Audi E-TRON GT
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The affected software was updated with a new cluster of the Audi Modular Infotainment Toolkit in CW 25/2021. Vehicle assembly information and supplier production records were reviewed to determine the potentially affected vehicles. Vehicles not included in the recall have not received the affected software or have already been remedied in the factory or port. E-TRON GT count: 22
Production Dates :	JUN 23, 2021 - JUL 26, 2021
VIN Range 1 : Begin :	WAUCJBFW6N7002610 End : WAUAHBFW9N7901934 ☑ Not sequential

Vehicle 6 : 2022-2022 Audi Q3

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The affected software was updated with a new cluster of the Audi Modular Infotainment Toolkit in CW 25/2021. Vehicle assembly information and supplier production records were reviewed to determine the potentially affected vehicles. Vehicles not included in the recall have not received the affected software or have already been remedied in the factory or port.
Q3 count: 2175

Production Dates : JUN 25, 2021 - AUG 18, 2021

VIN Range 1 : Begin : WA1AUCF32N1000301 End : WA1EECF34N1018779 ☑ Not sequential

Vehicle 7 : 2022-2022 Audi Q5

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The affected software was updated with a new cluster of the Audi Modular Infotainment Toolkit in CW 25/2021. Vehicle assembly information and supplier production records were reviewed to determine the potentially affected vehicles. Vehicles not included in the recall have not received the affected software or have already been remedied in the factory or port.
Q5 count: 167

Production Dates : AUG 14, 2021 - OCT 16, 2021

VIN Range 1 : Begin : WA1GAAFY8N2003779 End : WA1E2AFY1N2012439 ☑ Not sequential

Vehicle 8 : 2022-2022 Audi RS6 AVANT

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The affected software was updated with a new cluster of the Audi Modular Infotainment Toolkit in CW 25/2021. Vehicle assembly information and supplier production records were reviewed to determine the potentially affected vehicles. Vehicles not included in the recall have not received the affected software or have already been remedied in the factory or port.
RS6 AVANTcount: 1

Production Dates : JUN 30, 2021 - JUN 30, 2021

VIN Range 1 : Begin : WUA1CBF23NN900453 End : WUA1CBF23NN900453 ☐ Not sequential

Vehicle 9 :	2022-2022 Audi A3 SEDAN
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The affected software was updated with a new cluster of the Audi Modular Infotainment Toolkit in CW 25/2021. Vehicle assembly information and supplier production records were reviewed to determine the potentially affected vehicles. Vehicles not included in the recall have not received the affected software or have already been remedied in the factory or port. A3 SEDAN count: 5
Production Dates :	JUL 26, 2021 - JUL 27, 2021
VIN Range 1 : Begin :	WAUBUDGY6NA003015 End : WAUHUDGY0NA005434 ☑ Not sequential

Vehicle 10 :	2022-2022 Audi S5 SPORTBACK
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The affected software was updated with a new cluster of the Audi Modular Infotainment Toolkit in CW 25/2021. Vehicle assembly information and supplier production records were reviewed to determine the potentially affected vehicles. Vehicles not included in the recall have not received the affected software or have already been remedied in the factory or port. S5 SPORTBACK count: 1
Production Dates :	SEP 02, 2021 - SEP 02, 2021
VIN Range 1 : Begin :	WAUB4CF57NA003350 End : WAUB4CF57NA003350 ☐ Not sequential

Vehicle 11 :	2022-2022 Audi Q5 SPORTBACK
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The affected software was updated with a new cluster of the Audi Modular Infotainment Toolkit in CW 25/2021. Vehicle assembly information and supplier production records were reviewed to determine the potentially affected vehicles. Vehicles not included in the recall have not received the affected software or have already been remedied in the factory or port. Q5 SPORTBACK count: 23
Production Dates :	OCT 12, 2021 - OCT 15, 2021
VIN Range 1 : Begin :	WA15AAFY3N2004457 End : WA15AAFY6N2005876 ☑ Not sequential

Vehicle 12 :	2022-2022 Audi Q7
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The affected software was updated with a new cluster of the Audi Modular Infotainment Toolkit in CW 25/2021. Vehicle assembly information and supplier production records were reviewed to determine the potentially affected vehicles. Vehicles not included in the recall have not received the affected software or have already been remedied in the factory or port. Q7 count: 162
Production Dates :	JUN 05, 2021 - AUG 30, 2021
VIN Range 1 : Begin :	WA1AJBF71ND000018 End : WA1LJBF73ND001700 ☑ Not sequential

Vehicle 13 :	2022-2022 Audi Q8
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The affected software was updated with a new cluster of the Audi Modular Infotainment Toolkit in CW 25/2021. Vehicle assembly information and supplier production records were reviewed to determine the potentially affected vehicles. Vehicles not included in the recall have not received the affected software or have already been remedied in the factory or port. Q8 count: 6
Production Dates :	JUL 01, 2021 - AUG 17, 2021
VIN Range 1 : Begin :	WA1EVBF15ND000315 End : WA1EVBF12ND003785 ☑ Not sequential

Vehicle 14 :	2022-2022 Audi RSQ8
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The affected software was updated with a new cluster of the Audi Modular Infotainment Toolkit in CW 25/2021. Vehicle assembly information and supplier production records were reviewed to determine the potentially affected vehicles. Vehicles not included in the recall have not received the affected software or have already been remedied in the factory or port. RSQ8 count: 7
Production Dates :	JUL 08, 2021 - AUG 26, 2021
VIN Range 1 : Begin :	WU1ARBF17ND000196 End : WU1ARBF10ND003800 ☑ Not sequential

Vehicle 15 : 2022-2022 Audi SQ7
Vehicle Type :
Body Style :
Power Train : NR
Descriptive Information : The affected software was updated with a new cluster of the Audi Modular Infotainment Toolkit in CW 25/2021. Vehicle assembly information and supplier production records were reviewed to determine the potentially affected vehicles. Vehicles not included in the recall have not received the affected software or have already been remedied in the factory or port.
SQ7 count: 32
Production Dates : JUL 01, 2021 - AUG 30, 2021
VIN Range 1 : Begin : WA1VWBF71ND000037 End : WA1AWBF76ND001652 ☑ Not sequential

Vehicle 16 : 2022-2022 Audi SQ8
Vehicle Type :
Body Style :
Power Train : NR
Descriptive Information : The affected software was updated with a new cluster of the Audi Modular Infotainment Toolkit in CW 25/2021. Vehicle assembly information and supplier production records were reviewed to determine the potentially affected vehicles. Vehicles not included in the recall have not received the affected software or have already been remedied in the factory or port.
SQ8 count: 10
Production Dates : JUL 02, 2021 - AUG 16, 2021
VIN Range 1 : Begin : WA1CWBF12ND000289 End : WA1CWBF10ND002753 ☑ Not sequential

Vehicle 17 : 2022-2022 Audi S3 SEDAN
Vehicle Type :
Body Style :
Power Train : NR
Descriptive Information : The affected software was updated with a new cluster of the Audi Modular Infotainment Toolkit in CW 25/2021. Vehicle assembly information and supplier production records were reviewed to determine the potentially affected vehicles. Vehicles not included in the recall have not received the affected software or have already been remedied in the factory or port.
S3 SEDAN count: 38
Production Dates : JUL 08, 2021 - JUL 29, 2021
VIN Range 1 : Begin : WAUH3DGYXNA000583 End : WAUH3DGY4NA005309 ☑ Not sequential

Description of Noncompliance :

Description of the Noncompliance :	Under certain operating conditions, the response time of the rearview camera image might not meet requirements of FMVSS 111 when tested according to S14.2.
FMVSS 1 :	111 - Rear visibility
FMVSS 2 :	NR
Description of the Safety Risk :	The rear view camera picture might not be available when beginning to back up which may cause impairment of the driver's ability to see areas to the rear of the vehicle. This can increase the risk of a crash.
Description of the Cause :	Due to inappropriate software parameter settings, upon start-up of the infotainment system there are running processes that might hinder each other and cause a delay in activation of the rearview camera.
Identification of Any Warning that can Occur :	NONE

Involved Components :

Component Name 1 :	Parameter Settings in Infotainment System
Component Description :	Parameter Settings in Infotainment System
Component Part Number :	N/A

Supplier Identification :

Component Manufacturer

Name :	Aptiv Services Deutschland GmbH	
Address :	Daimlerring 9	
	Hildesheim	Foreign States 31135
Country :	Germany	

Chronology :

August 13, 2021: During regular quality assurance processes it was discovered that there may be a delay in the rearview camera response time under certain conditions.

August 2021 - September 2021: Immediate investigation regarding root cause and affected vehicles. Between August 16th and September 30th, 2021 Audi and the supplier conducted several compliance tests on test benches and reference vehicles. Once it was determined that the issue was software related, the affected

vehicles were blocked in the ports and the factories, and the issue was reported to the Audi Product Safety Committee as it was identified that field vehicles are also affected.
October 2021: Further reviews were conducted to identify all affected models and VIN´s from the different factories.
October 13, 2021: The Audi Product Safety Committee determines that the affected vehicles may not fully conform to FMVSS111 under certain conditions. Hence, a voluntary non-compliance recall was decided.

As of October 20, 2021 Audi is not aware of any warranty claims or customer claims due to this issue.

Description of Remedy :

Description of Remedy Program :	At no cost to customers, the control unit for infotainment of the MIB3 will receive an updated set of parameters. Because the vehicles are within the New Vehicle Limited Warranty period, Audi will not offer a reimbursement program under this recall.
How Remedy Component Differs from Recalled Component :	Vehicles with the remedy software will allow rear view camera operation that is fully compliant with the requirements of FMVSS 111; Rear visibility.
Identify How/When Recall Condition was Corrected in Production :	Vehicles produced on or after October 16, 2021 have received software that ensures compliance with FMVSS 111; Rear visibility. Where possible, vehicles produced before that date have already received the updated software in the factory or port.

Recall Schedule :

Description of Recall Schedule :	Dealers/Owners: On or before December 17, 2021
Planned Dealer Notification Date :	DEC 17, 2021 - DEC 17, 2021
Planned Owner Notification Date :	DEC 17, 2021 - DEC 17, 2021

* NR - Not Reported