

Part 573 Safety Recall Report

22V-742

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : OCT 05, 2022

NHTSA Recall No. : 22V-742

Manufacturer Recall No. : 91DZ



Manufacturer Information :

Population :

Manufacturer Name : Volkswagen Group of America, Inc.

Number of potentially involved : 170,296

Address : 3800 Hamlin Road

Estimated percentage with defect : 100 %

Auburn Hills MI 48326

Company phone : 1-800-893-5298

Vehicle Information :

Vehicle 1 : 2021-2021 AUDI A8

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

A8: 1,497

Production Dates : JUL 30, 2020 - JUN 25, 2021

VIN Range 1 : Begin : WAU8DAF8XMN001964 End : WAU8DAF86MN024349 Not sequential

Vehicle 2 : 2021-2022 AUDI RSQ8

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

RSQ8:1,650

Production Dates : JUL 03, 2020 - SEP 10, 2021

VIN Range 1 : Begin : WU1ARBF16MD000270 End : WU1ARBF15ND000066 Not sequential

Vehicle 3 : 2021-2021 AUDI RS7

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

RS7:1,373

Production Dates : JUL 24, 2020 - SEP 08, 2021

VIN Range 1 : Begin : WUAPCBF2XMN900040 End : WUAPCBF27MN910198 Not sequential

Vehicle 4 : 2021-2021 AUDI RS6 AVANT

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

RS6 AVANT: 1,543

Production Dates : JUL 24, 2020 - SEP 01, 2021

VIN Range 1 : Begin : WUA1CBF24MN900041 End : WUA1CBF21MN910171 Not sequential

Vehicle 5 : 2021-2021 AUDI RS5 SPORTBACK

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

RS5 SPORTBACK: 1,570

Production Dates : SEP 10, 2020 - SEP 30, 2021

VIN Range 1 : Begin : WUAAWCF52MA900263 End : WUAAWCF53MA904998 Not sequential

Vehicle 6 : 2021-2021 AUDI RS5 COUPE

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

RS5 COUPE: 522

Production Dates : SEP 28, 2020 - NOV 10, 2021

VIN Range 1 : Begin : WUANWAF51MA900633 End : WUANWAF58MA905019 Not sequential

Vehicle 7 : 2021-2021 AUDI Q8

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

Q8: 11,439

Production Dates : JUL 02, 2020 - SEP 10, 2021

VIN Range 1 : Begin : WA1EVAF11MD000269 End : WA1FVAF13MD044312 Not sequential

Vehicle 8 : 2021-2021 AUDI Q7

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

Q7: 27,814

Production Dates : JUL 02, 2020 - SEP 10, 2021

VIN Range 1 : Begin : WA1AJAF73MD000028 End : WA1LXAF70MD042082 Not sequential

Vehicle 9 : 2021-2021 AUDI Q5 SPORTBACK

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

Q5 SPORTBACK: 2,747

Production Dates : FEB 20, 2021 - AUG 19, 2021

VIN Range 1 : Begin : WA15AAFY1M2059424 End : WA15AAFY5M2141558 Not sequential

Vehicle 10 : 2021-2021 AUDI S4 SEDAN

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

S4 SEDAN: 1,837

Production Dates : JUL 15, 2020 - DEC 02, 2021

VIN Range 1 : Begin : WAUC4AF48MA000665 End : WAUB4AF48MA087334 Not sequential

Vehicle 11 : 2022-2022 AUDI E-TRON GT

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

E-TRON GT:485

Production Dates : MAR 18, 2021 - JUN 30, 2021

VIN Range 1 : Begin : WAUEJBFW1N7000921 End : WAUAHBFW7N7901169 Not sequential

Vehicle 12 : 2021-2021 AUDI Q5

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

Q5:53,429

Production Dates : AUG 20, 2020 - AUG 26, 2021

VIN Range 1 : Begin : WA1E2AFY6M2000818 **End :** WA1BAAFY5M2141563 Not sequential

Vehicle 13 : 2021-2021 AUDI A7

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

A7: 1,754

Production Dates : JUL 24, 2020 - SEP 13, 2021

VIN Range 1 : Begin : WAUTPBF23MN001243 **End :** WAUU2AF27MN104372 Not sequential

Vehicle 14 : 2021-2021 AUDI A6 SEDAN

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

A6 SEDAN: 6,992

Production Dates : JUL 16, 2020 - OCT 05, 2021

VIN Range 1 : Begin : WAUL2AF2XMN001250 **End :** WAUL2AF21MN105707 Not sequential

Vehicle 15 : 2021-2021 AUDI A6 ALLROAD

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

A6 ALLROAD: 978

Production Dates : JUL 20, 2020 - SEP 03, 2021

VIN Range 1 : Begin : WAU92BF29MN001496 End : WAU92BF29MN105471 Not sequential

Vehicle 16 : 2021-2021 AUDI A5 SPORTBACK

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

A5 SPORTBACK:9,053

Production Dates : SEP 02, 2020 - SEP 09, 2021

VIN Range 1 : Begin : WAUDACF57MA000495 End : WAUABCF58MA063220 Not sequential

Vehicle 17 : 2021-2021 AUDI A5 COUPE

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

A5 COUPE: 1,470

Production Dates : SEP 16, 2020 - SEP 10, 2021

VIN Range 1 : Begin : WAUSAAF56MA005747 End : WAUTAAF54MA063246 Not sequential

Vehicle 18 : 2021-2021 AUDI A5 CABRIOLET

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

A5 CABRIOLET: 2,002

Production Dates : SEP 02, 2020 - SEP 07, 2021

VIN Range 1 : Begin : WAU2AGF54MN000154 End : WAUWAGF54MN007476 Not sequential

Vehicle 19 : 2021-2021 AUDI A4 SEDAN

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

A4 SEDAN: 15,135

Production Dates : JUL 22, 2020 - DEC 06, 2021

VIN Range 1 : Begin : WAUDAAF48MA000694 End : WAUABAF44MN016318 Not sequential

Vehicle 20 : 2021-2021 AUDI A4 ALLROAD

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

A4 ALLROAD: 1,294

Production Dates : SEP 02, 2020 - OCT 12, 2021

VIN Range 1 : Begin : WA18AAF46MA000868 End : WA19AAF40MA086442 Not sequential

Vehicle 21 : 2021-2021 AUDI E-TRON SPORTBACK QUATTRO

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

E-TRON SPORTBACK QUATTRO: 2,388

Production Dates : AUG 20, 2020 - JUL 14, 2021

VIN Range 1 : Begin : WA12AAGE6MB000490 End : WA13AAGE5MB042735 Not sequential

Vehicle 22 : 2021-2021 AUDI SQ7

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

SQ7: 2,135

Production Dates : JUL 03, 2020 - SEP 02, 2021

VIN Range 1 : Begin : WA1AWBF77MD000024 End : WA1VWBF7XMD042043 Not sequential

Vehicle 23 : 2021-2021 AUDI S5 CABRIOLET

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

S5 CABRIOLET: 641

Production Dates : JUL 22, 2020 - JUL 27, 2021

VIN Range 1 : Begin : WAUW4GF51MN000136 End : WAUW4GF52MN007466 Not sequential

Vehicle 24 : 2021-2021 AUDI E-TRON QUATTRO

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

E-TRON QUATTRO: 6,360

Production Dates : AUG 20, 2020 - JUL 15, 2021

VIN Range 1 : Begin : WA1AAAGE4MB000497 End : WA1AAAGE4MB041602 Not sequential

Vehicle 25 : 2021-2021 AUDI SQ8

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

SQ8: 2,199

Production Dates : JUL 23, 2020 - SEP 10, 2021

VIN Range 1 : Begin : WA1CWBFB19MD000885 End : WA1CWBFB12MD044310 Not sequential

Vehicle 26 : 2021-2021 AUDI SQ5 SPORTBACK

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

SQ5 SPORTBACK: 521

Production Dates : FEB 20, 2021 - JUL 26, 2021

VIN Range 1 : Begin : WA124AFY6M2061163 End : WA134BFY9M2111936 Not sequential

Vehicle 27 : 2021-2021 AUDI SQ5

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

SQ5: 6,545

Production Dates : AUG 17, 2020 - AUG 24, 2021

VIN Range 1 : Begin : WA1B4AFY0M2000844 **End :** WA1B4AFYXM2141534 Not sequential

Vehicle 28 : 2021-2021 AUDI S8

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

S8: 199

Production Dates : JUL 15, 2020 - JUN 26, 2021

VIN Range 1 : Begin : WAU8SBF83MN000988 **End :** WAU8SAF88MN024312 Not sequential

Vehicle 29 : 2021-2021 AUDI S7

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

S7: 453

Production Dates : AUG 03, 2020 - SEP 14, 2021

VIN Range 1 : Begin : WAUPFBF28MN006684 **End :** WAUSFBF26MN104512 Not sequential

Vehicle 30 : 2021-2021 AUDI S6 SEDAN

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

S6 SEDAN: 708

Production Dates : AUG 31, 2020 - SEP 17, 2021

VIN Range 1 : Begin : WAUDFAF21MN008967 End : WAUFFAF22MN105698 Not sequential

Vehicle 31 : 2021-2021 AUDI S5 SPORTBACK

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

S5 SPORTBACK: 2,891

Production Dates : JUL 15, 2020 - SEP 09, 2021

VIN Range 1 : Begin : WAUB4CF54MA000484 End : WAUC4CF59MA063214 Not sequential

Vehicle 32 : 2021-2021 AUDI S5 COUPE

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.

Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.

S5 COUPE: 672

Production Dates : SEP 16, 2020 - NOV 04, 2021

VIN Range 1 : Begin : WAUN4AF58MA005740 End : WAUR4AF55MA063287 Not sequential

Description of Noncompliance :

Description of the Noncompliance : Due to a software issue, upon selecting reverse a blank or black screen may be displayed instead of the rearview camera image. In certain cases this issue may also cause the main unit to become inoperative, which will lead to no image being displayed at all.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A rearview camera screen that displays a blank or no image can reduce the driver's view of what is behind the vehicle, increasing the risk of a crash.

Description of the Cause : As part of an automatic 6-month maintenance cycle of the main infotainment unit, a "refresh" of the file system is carried out. Due to a software error, parallel writing processes are possible during the "refresh" by the application. This may lead to corrupted files and thus failure of infotainment and navigation functions. In certain cases the main unit may even become inoperative.

Identification of Any Warning that can Occur : none

Involved Components :

Component Name 1 : Infotainment Software

Component Description : Infotainment Software

Component Part Number : No part number, software update only

Supplier Identification :**Component Manufacturer**

Name : AUDI AG

Address : NR

Foreign States

Country : Germany

Chronology :

Between January 2021 and December 2021, an increasing number of customers complained about different infotainment issues, such as loss of navigation functions and radio reception. Due to the high level of customer

dissatisfaction the topic was evaluated for a potential proactive field campaign worldwide.

January 2022 - March 2022: Root cause, failure mode, field data and potentially affected population were investigated.

March 2022: Due to customer complaints regarding the loss of certain infotainment, telephone and/or navigation functionalities, a decision was made to conduct a worldwide service campaign to provide the vehicles with an optimized software version.

April - June 2022: During the preparation of the service campaign, the U.S. market reviewed the technical background and claims data and became aware of cases where the main unit became inoperative.

June 2022: Due to a concern regarding a potential non-compliance with FMVSS 111, the U.S. market asked the Audi Product Safety Committee to review the topic and evaluate a potential non-compliance for the U.S. market.

June - August 2022: The technical background, the failure mode and the different possible customer experiences were reviewed again in detail. It became clear, that in certain cases the main unit may become inoperative and in rare cases a blank/black screen may be displayed.

September 28, 2022: The Audi Product Safety Committee makes the determination of a non-compliance for the US and Canada and decides a non-compliance recall.

Between January 2021 and September 2022, Audi of America has received 330 warranty claims where the rear view camera allegedly was not being displayed due to this issue and 594 warranty claims where the main unit became inoperative and had to be replaced.

Description of Remedy :

Description of Remedy Program : Affected vehicles will receive updated infotainment software at no cost to customers. Audi will not offer a reimbursement plan under this recall.

How Remedy Component Differs from Recalled Component : Updated infotainment unit software according to current product specifications.

Identify How/When Recall Condition was Corrected in Production : Vehicles built after CW 25/21 are already equipped with the updated infotainment software.

Recall Schedule :

Description of Recall Schedule : Dealers/owners: On or before December 02, 2022

Planned Dealer Notification Date : DEC 02, 2022 - DEC 02, 2022

Planned Owner Notification Date : DEC 02, 2022 - DEC 02, 2022

* NR - Not Reported