

Part 573 Safety Recall Report

22V-806

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : OCT 26, 2022

NHTSA Recall No. : 22V-806

Manufacturer Recall No. : 91Ei



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 : 6,076

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2022 AUDI A8

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on supplier production records of the affected infotainment main units. Only vehicles which have received suspect parts produced by the supplier in June/July 2021 or in November/December 2021 are included in the recall.

Vehicles not included in the recall are not equipped with suspect infotainment main units.

A8: 145

Production Dates : JUN 28, 2021 - NOV 10, 2021

VIN Range 1 : Begin : WAU8DAF83MN024437 End : WAU8EAF85MN027742 Not sequential

Vehicle 2 : 2022-2022 AUDI S3 SEDAN

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on supplier production records of the affected infotainment main units. Only vehicles which have received suspect parts produced by the supplier in June/July 2021 or in November/December 2021 are included in the recall.

Vehicles not included in the recall are not equipped with suspect infotainment main units.

S3 SEDAN: 218

Production Dates : JUL 08, 2021 - JUL 29, 2021

VIN Range 1 : Begin : WAUJ3DGY6NA001585 End : WAUH3DGY4NA005309 Not sequential

Vehicle 3 : 2022-2022 AUDI RSQ8

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on supplier production records of the affected infotainment main units. Only vehicles which have received suspect parts produced by the supplier in June/July 2021 or in November/December 2021 are included in the recall.

Vehicles not included in the recall are not equipped with suspect infotainment main units.

RSQ8: 84

Production Dates : JUL 08, 2021 - DEC 10, 2021

VIN Range 1 : Begin : WU1ARBF15ND000178 **End :** WU1ARBF14ND012175 Not sequential

Vehicle 4 : 2022-2022 AUDI RS7

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on supplier production records of the affected infotainment main units. Only vehicles which have received suspect parts produced by the supplier in June/July 2021 or in November/December 2021 are included in the recall.

Vehicles not included in the recall are not equipped with suspect infotainment main units.

RS7: 50

Production Dates : JUN 26, 2021 - DEC 08, 2021

VIN Range 1 : Begin : WUAPCBF25NN900058 **End :** WUAPCBF21NN902065 Not sequential

Vehicle 5 : 2022-2022 AUDI RS6 AVANT

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on supplier production records of the affected infotainment main units. Only vehicles which have received suspect parts produced by the supplier in June/July 2021 or in November/December 2021 are included in the recall.

Vehicles not included in the recall are not equipped with suspect infotainment main units.

RS6 AVANT: 65

Production Dates : JUN 26, 2021 - JAN 21, 2022

VIN Range 1 : Begin : WUA1CBF24NN900025 **End :** WUA1CBF20NN900782 Not sequential

Vehicle 6 : 2022-2022 AUDI Q8

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on supplier production records of the affected infotainment main units. Only vehicles which have received suspect parts produced by the supplier in June/July 2021 or in November/December 2021 are included in the recall.
Vehicles not included in the recall are not equipped with suspect infotainment main units.
Q8: 54

Production Dates : JUL 01, 2021 - DEC 10, 2021

VIN Range 1 : Begin : WA1BVBF13ND000073 End : WA1FVBF18ND012141 Not sequential

Vehicle 7 : 2022-2022 AUDI Q7

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information :

Q7: 646

Production Dates : JUL 02, 2021 - DEC 14, 2021

VIN Range 1 : Begin : WA1AJBF72ND000254 End : WA1AJBF73ND008301 Not sequential

Vehicle 8 : 2022-2022 AUDI Q3

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on supplier production records of the affected infotainment main units. Only vehicles which have received suspect parts produced by the supplier in June/July 2021 or in November/December 2021 are included in the recall.
Vehicles not included in the recall are not equipped with suspect infotainment main units.
Q3: 3,157

Production Dates : JUN 25, 2021 - NOV 06, 2021

VIN Range 1 : Begin : WA1AUCF32N1000301 End : WA1DEDF32N1022587 Not sequential

Vehicle 9 : 2022-2022 AUDI E-TRON SPORTBACK QUATTRO

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on supplier production records of the affected infotainment main units. Only vehicles which have received suspect parts produced by the supplier in June/July 2021 or in November/December 2021 are included in the recall.

Vehicles not included in the recall are not equipped with suspect infotainment main units.

E-TRON SPORTBACK QUATTRO: 45

Production Dates : JUL 29, 2021 - SEP 24, 2021

VIN Range 1 : Begin : WA12ABGE4NB002441 End : WA12AAGE5NB004693 Not sequential

Vehicle 10 : 2022-2022 AUDI S5 CABRIOLET

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on supplier production records of the affected infotainment main units. Only vehicles which have received suspect parts produced by the supplier in June/July 2021 or in November/December 2021 are included in the recall.

Vehicles not included in the recall are not equipped with suspect infotainment main units.

S5 CABRIOLET: 1

Production Dates : SEP 17, 2021 - SEP 17, 2021

VIN Range 1 : Begin : WAU24GF53NN000719 End : WAU24GF53NN000719 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 supplier production records of the affected infotainment main units. Only vehicles which have received suspect parts produced by the supplier in June/July 2021 or in November/December 2021 are included in the recall.

Vehicles not included in the recall are not equipped with suspect infotainment main units.

E-TRON GT: 135

Production Dates : JUL 14, 2021 - OCT 11, 2021

VIN Range 1 : Begin : WAUCJBFW0N7002893 End : WAUAHBFW5N7902112 Not sequential

Vehicle 12 : 2022-2022 AUDI S5 SPORTBACK

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on supplier production records of the affected infotainment main units. Only vehicles which have received suspect parts produced by the supplier in June/July 2021 or in November/December 2021 are included in the recall.
Vehicles not included in the recall are not equipped with suspect infotainment main units.
S5 SPORTBACK: 36

Production Dates : JUL 21, 2021 - DEC 14, 2021

VIN Range 1 : Begin : WAUB4CF51NA001237 End : WAUC4CF57NA004664 Not sequential

Vehicle 13 : 2022-2022 AUDI A7

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on supplier production records of the affected infotainment main units. Only vehicles which have received suspect parts produced by the supplier in June/July 2021 or in November/December 2021 are included in the recall.
Vehicles not included in the recall are not equipped with suspect infotainment main units.
A7: 57

Production Dates : JUL 08, 2021 - JAN 18, 2022

VIN Range 1 : Begin : WAUTPBF22NN004992 End : WAUR2BF21NN022084 Not sequential

Vehicle 14 : 2022-2022 AUDI A6 SEDAN

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on supplier production records of the affected infotainment main units. Only vehicles which have received suspect parts produced by the supplier in June/July 2021 or in November/December 2021 are included in the recall.
Vehicles not included in the recall are not equipped with suspect infotainment main units.
A6 SEDAN: 132

Production Dates : JUL 16, 2021 - JAN 18, 2022

VIN Range 1 : Begin : WAUE3BF22NN007332 End : WAUE3BF21NN022095 Not sequential

Vehicle 15 : 2021-2022 AUDI A6 ALLROAD

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on supplier production records of the affected infotainment main units. Only vehicles which have received suspect parts produced by the supplier in June/July 2021 or in November/December 2021 are included in the recall.
Vehicles not included in the recall are not equipped with suspect infotainment main units.
A6 ALLROAD: 40

Production Dates : JUL 16, 2021 - DEC 06, 2021

VIN Range 1 : Begin : WAU72BF24NN007375 End : WAU92BF27NN021831 Not sequential

Vehicle 16 : 2022-2022 AUDI A5 SPORTBACK

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on supplier production records of the affected infotainment main units. Only vehicles which have received suspect parts produced by the supplier in June/July 2021 or in November/December 2021 are included in the recall.
Vehicles not included in the recall are not equipped with suspect infotainment main units.
A5 SPORTBACK: 271

Production Dates : JUL 15, 2021 - DEC 16, 2021

VIN Range 1 : Begin : WAUABDF59NA001817 End : WAUFACF55NA017144 Not sequential

Vehicle 17 : 2022-2022 AUDI A5 CABRIOLET

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on supplier production records of the affected infotainment main units. Only vehicles which have received suspect parts produced by the supplier in June/July 2021 or in November/December 2021 are included in the recall.
Vehicles not included in the recall are not equipped with suspect infotainment main units.
A5 CABRIOLET: 42

Production Dates : JUL 27, 2021 - OCT 06, 2021

VIN Range 1 : Begin : WAU2AGF53NN000275 End : WAUWAGF58NN000452 Not sequential

Vehicle 18 : 2022-2022 AUDI A4 SEDAN

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on supplier production records of the affected infotainment main units. Only vehicles which have received suspect parts produced by the supplier in June/July 2021 or in November/December 2021 are included in the recall.

Vehicles not included in the recall are not equipped with suspect infotainment main units.

A4 SEDAN: 323

Production Dates : JUL 03, 2021 - JAN 20, 2022

VIN Range 1 : Begin : WAUCBAF40NA001851 End : WAUABAF46NN002177 Not sequential

Vehicle 19 : 2022-2022 AUDI A4 ALLROAD

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on supplier production records of the affected infotainment main units. Only vehicles which have received suspect parts produced by the supplier in June/July 2021 or in November/December 2021 are included in the recall.

Vehicles not included in the recall are not equipped with suspect infotainment main units.

A4 ALLROAD: 2

Production Dates : SEP 23, 2021 - DEC 15, 2021

VIN Range 1 : Begin : WA17AAF45NA004195 End : WA18AAF43NA019962 Not sequential

Vehicle 20 : 2022-2022 AUDI A3 SEDAN

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on supplier production records of the affected infotainment main units. Only vehicles which have received suspect parts produced by the supplier in June/July 2021 or in November/December 2021 are included in the recall.

Vehicles not included in the recall are not equipped with suspect infotainment main units

A3 SEDAN: 136

Production Dates : JUL 26, 2021 - MAR 03, 2022

VIN Range 1 : Begin : WAUAUDGYXNA002297 End : WAUGUDGY9NA064638 Not sequential

Vehicle 21 : 2021-2022 AUDI E-TRON QUATTRO

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on supplier production records of the affected infotainment main units. Only vehicles which have received suspect parts produced by the supplier in June/July 2021 or in November/December 2021 are included in the recall.
Vehicles not included in the recall are not equipped with suspect infotainment main units
E-TRON QUATTRO: 168

Production Dates : JUL 23, 2021 - SEP 22, 2021

VIN Range 1 : Begin : WA1VABGE7NB002012 End : WA1LAAGE1NB004842 Not sequential

Vehicle 22 : 2022-2022 AUDI S8

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on supplier production records of the affected infotainment main units. Only vehicles which have received suspect parts produced by the supplier in June/July 2021 or in November/December 2021 are included in the recall.
Vehicles not included in the recall are not equipped with suspect infotainment main units
S8: 17

Production Dates : JUL 08, 2021 - JUL 27, 2021

VIN Range 1 : Begin : WAU8SAF83MN024685 End : WAU8SAF81MN026466 Not sequential

Vehicle 23 : 2022-2022 AUDI SQ7

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on supplier production records of the affected infotainment main units. Only vehicles which have received suspect parts produced by the supplier in June/July 2021 or in November/December 2021 are included in the recall.
Vehicles not included in the recall are not equipped with suspect infotainment main units
SQ7: 190

Production Dates : JUL 01, 2021 - AUG 30, 2021

VIN Range 1 : Begin : WA1VWBF76ND000020 End : WA1VWBF72ND001116 Not sequential

Vehicle 24 : 2022-2022 AUDI SQ8

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on supplier production records of the affected infotainment main units. Only vehicles which have received suspect parts produced by the supplier in June/July 2021 or in November/December 2021 are included in the recall.

Vehicles not included in the recall are not equipped with suspect infotainment main units

SQ8: 58

Production Dates : JUL 02, 2021 - DEC 10, 2021

VIN Range 1 : Begin : WA1CWBF17ND000174 End : WA1CWBF1XND012142 Not sequential

Vehicle 25 : 2022-2022 AUDI S6 SEDAN

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on supplier production records of the affected infotainment main units. Only vehicles which have received suspect parts produced by the supplier in June/July 2021 or in November/December 2021 are included in the recall.

Vehicles not included in the recall are not equipped with suspect infotainment main units

S6 SEDAN: 3

Production Dates : JUL 12, 2021 - DEC 07, 2021

VIN Range 1 : Begin : WAUFFBF22NN002627 End : WAUDFBF28NN022100 Not sequential

Vehicle 26 : 2022-2022 AUDI S4 SEDAN

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on supplier production records of the affected infotainment main units. Only vehicles which have received suspect parts produced by the supplier in June/July 2021 or in November/December 2021 are included in the recall.

Vehicles not included in the recall are not equipped with suspect infotainment main units

S4 SEDAN: 1

Production Dates : JUL 23, 2021 - JUL 23, 2021

VIN Range 1 : Begin : WAUC4AF48NA001705 End : WAUC4AF48NA001705 Not sequential

Description of Noncompliance :

Description of the Noncompliance : Due to a hardware issue, the infotainment main unit in the center console may become damaged after the driver turns off the vehicle and the main unit shuts down. Upon the next start, the damaged infotainment unit would not work. In this case, all functionalities including the rearview camera image would not be available. In this case, the vehicle does not comply with the requirements of Federal Motor Vehicle Safety Standard number 111, "Rear Visibility."

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

Description of the Safety Risk : The vehicle operator will notice upon starting the vehicle that the infotainment screen and the entire main unit is not working and that a rearview image is not displayed when reversing. A rearview camera screen that displays no image, reduces the driver's information of what is behind the vehicle, increasing the risk of injury to people outside the vehicle.

Description of the Cause : Under certain conditions during shutdown of the infotainment main unit, an error in one of the voltage regulators may lead to damage to various components within the control unit causing a loss of all functions including the screen display. In this case, the infotainment main unit is damaged permanently and needs to be replaced.

Identification of Any Warning that can Occur : Upon start-up, the driver will notice that the infotainment screen in the center console is not working and not displaying an image which should prompt the driver to pay extra attention for objects behind the vehicle when reversing.

Involved Components :

Component Name 1 : Infotainment Main Unit

Component Description : Infotainment Main Unit

Component Part Number : 4J3035092A, 4M2035092B, 82A035018A, 82A035019A, 82A035050A

Component Name 2 : Infotainment Main Unit

Component Description : Infotainment Main Unit

Component Part Number : 8W2035050C, 8W2035054C, 8Y0035050A, 8Y0035054A

Supplier Identification :

Component Manufacturer

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

Chronology :

June-July 2021: In vehicle production it was noticed on some vehicles that infotainment main units were inoperative. Cases were verified and root cause analysis was conducted together with the supplier. After root cause was found, an improvement measure was agreed with the supplier and implemented at the supplier's production in mid-July 2021.

October 2021: The US market reported the first cases of main unit failures in field vehicles.

December 2021: The supplier informed Audi that due to a process error the improvement measure from July 2021 was erroneously eliminated in mid-November which was noticed on December 4, 2021. The supplier re-introduced the measure again on December 5, 2021 in production.

June 22, 2022: The US market reports an increase in warranty claims indicating a failure of the infotainment main unit and asks the Product Safety organization for an evaluation of the topic due to the effect on the functionality of the rearview camera display.

June - September 2022: The field data were analyzed and the potential safety impact as well as compliance with regulations in the affected markets were evaluated and discussed between the brands. The assessment considered the failure mode and the requirements of FMVSS 111 – Rear Visibility, which requires the display of a “field of view” of certain objects behind the vehicle upon the initiation of a backing event.

October 19, 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 September 2021 and October 2022 Audi has received 746 warranty claims in the U.S. market where the infotainment main unit failed and had to be replaced. Audi has not received any reports of a crash or injury due to this topic.

Description of Remedy :

Description of Remedy Program : Affected vehicles will receive a new infotainment main unit at no cost to customers. Audi will not offer a reimbursement plan under this recall as all affected vehicles are still under warranty.

How Remedy Component Differs from Recalled Component : The part numbers for the remedy and the recalled components are the same. The remedy infotainment main units have been produced outside of the suspect manufacturing period at the supplier.

Identify How/When Recall Condition was Corrected in Production : In mid-July 2021 the supplier has introduced a measure to change the resistance at the voltage regulator to lower the input voltage. In mid-November 2021 due to a process error this measure was erroneously eliminated which was noticed on December 4, 2021. The supplier re-introduced the measure again on December 5, 2021 in his production.

Recall Schedule :

Description of Recall Schedule : Dealers/Owners : On or before December 25, 2022

Planned Dealer Notification Date : DEC 25, 2022 - DEC 25, 2022

Planned Owner Notification Date : DEC 25, 2022 - DEC 25, 2022

* NR - Not Reported