



Audi

AUDI DEALER COMMUNICATION

Repair Available – Compliance Recall 91DZ / Rearview Camera Software

- This notice is for:**
- ✓ Dealer Principal
 - ✓ General Manager
 - ✓ Sales Managers
- ✓ Service Manager
 - ✓ Parts Manager
 - ✓ Service Advisor
- ✓ Warranty Administrator
 - ✓ Technicians

Date: October 14, 2022

Issue: 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. 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.

- Repair:**
- REPAIR AVAILABLE – October 14, 2022 - Update the infotainment system software
 - See ELSA/ServiceNet for complete repair & claiming instructions
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department: No parts needed; software update only

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	A4 ALLROAD	1,294
USA	2021	2021	A4 SEDAN	15,135
USA	2021	2021	A5 CABRIOLET	2,002
USA	2021	2021	A5 COUPE	1,470
USA	2021	2021	A5 SPORTBACK	9,053
USA	2021	2021	A6 ALLROAD	978
USA	2021	2021	A6 SEDAN	6,992
USA	2021	2021	A7	1,754
USA	2021	2021	A8	1,497
USA	2022	2022	E-TRON GT	485
USA	2021	2021	E-TRON QUATTRO	6,360
USA	2021	2021	E-TRON SPORTBACK QUATTRO	2,388
USA	2021	2021	Q5	53,429
USA	2021	2021	Q5 SPORTBACK	2,747
USA	2021	2021	Q7	27,814
USA	2021	2021	Q8	11,439
USA	2021	2021	RS5 COUPE	522

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Audi Public Relations.

USA	2021	2021	RS5 SPORTBACK	1,570
USA	2021	2021	RS6 AVANT	1,543
USA	2021	2021	RS7	1,373
USA	2021	2022	RSQ8	1,650
USA	2021	2021	S4 SEDAN	1,837
USA	2021	2021	S5 CABRIOLET	641
USA	2021	2021	S5 COUPE	672
USA	2021	2021	S5 SPORTBACK	2,891
USA	2021	2021	S6 SEDAN	708
USA	2021	2021	S7	453
USA	2021	2021	S8	199
USA	2021	2021	SQ5	6,545
USA	2021	2021	SQ5 SPORTBACK	521
USA	2021	2021	SQ7	2,135
USA	2021	2021	SQ8	2,199
CAN	2021	2021	A4 ALLROAD	231
CAN	2021	2021	A4 SEDAN	900
CAN	2021	2021	A5 CABRIOLET	124
CAN	2021	2021	A5 COUPE	222
CAN	2021	2021	A5 SPORTBACK	827
CAN	2021	2021	A6 ALLROAD	99
CAN	2021	2021	A6 SEDAN	114
CAN	2021	2021	A7	92
CAN	2021	2021	A8	40
CAN	2022	2022	E-TRON GT	129
CAN	2021	2021	E-TRON QUATTRO	336
CAN	2021	2021	E-TRON SPORTBACK QUATTRO	332
CAN	2021	2021	Q5	7,066
CAN	2021	2021	Q5 SPORTBACK	656
CAN	2021	2021	Q7	2,325
CAN	2021	2021	Q8	973
CAN	2021	2021	RS5 COUPE	103
CAN	2021	2021	RS5 SPORTBACK	222
CAN	2021	2021	RS6 AVANT	466
CAN	2021	2021	RS7	228
CAN	2021	2021	RSQ8	434
CAN	2021	2021	S4 SEDAN	194
CAN	2021	2021	S5 CABRIOLET	92
CAN	2021	2021	S5 COUPE	169
CAN	2021	2021	S5 SPORTBACK	536
CAN	2021	2021	S6 SEDAN	44
CAN	2021	2021	S7	41
CAN	2021	2021	S8	17

CAN	2021	2021	SQ5	1,154
CAN	2021	2021	SQ5 SPORTBACK	319
CAN	2021	2021	SQ7	255
CAN	2021	2021	SQ8	266

**Counts reflect overall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.*

- Notes:**
- Schedule owner repairs immediately
 - Owner mailing - October 2022

IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

-END OF MESSAGE-