



Audi

AUDI DEALER COMMUNICATION

Repair Available – Compliance Recall 91Ei / Infotainment Main Unit

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

Date: June 05, 2023

Issue: 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.

A rearview camera screen that displays no image reduces the driver’s information about what is behind the vehicle, increasing the risk of injury to people outside the vehicle.

Precautions: 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.

- Repair:**
- REPAIR AVAILABLE – June 06, 2023 - Replace the infotainment main unit
 - 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: There will be no parts allocation. Please reference the Repair Projection Tool to view your potential VIN population.

Affected Vehicles	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
	USA	2022	2022	A3 SEDAN	136
	USA	2022	2022	A4 ALLROAD	2
	USA	2022	2022	A4 SEDAN	323
	USA	2022	2022	A5 CABRIOLET	42
	USA	2022	2022	A5 SPORTBACK	271
	USA	2022	2022	A6 ALLROAD	40
	USA	2022	2022	A6 SEDAN	132
	USA	2022	2022	A7	57
	USA	2021	2021	A8	145
	USA	2022	2022	E-TRON GT	135
	USA	2022	2022	E-TRON QUATTRO	168
	USA	2022	2022	E-TRON SPORTBACK QUATTRO	45

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	2022	2022	Q3	3,157
USA	2022	2022	Q7	646
USA	2022	2022	Q8	54
USA	2022	2022	RS6 AVANT	65
USA	2022	2022	RS7	50
USA	2022	2022	RSQ8	84
USA	2022	2022	S3 SEDAN	218
USA	2022	2022	S4 SEDAN	1
USA	2022	2022	S5 CABRIOLET	1
USA	2022	2022	S5 SPORTBACK	36
USA	2022	2022	S6 SEDAN	3
USA	2021	2021	S8	17
USA	2022	2022	SQ7	190
USA	2022	2022	SQ8	58
CAN	2022	2022	A4 SEDAN	37
CAN	2022	2022	A5 SPORTBACK	1
CAN	2022	2022	A6 ALLROAD	2
CAN	2022	2022	A6 SEDAN	23
CAN	2022	2022	A7	8
CAN	2021	2021	A8	1
CAN	2022	2022	E-TRON GT	11
CAN	2022	2022	E-TRON QUATTRO	15
CAN	2022	2022	E-TRON SPORTBACK QUATTRO	22
CAN	2022	2022	Q3	497
CAN	2022	2022	Q7	44
CAN	2022	2022	Q8	4
CAN	2022	2022	RS5 SPORTBACK	4
CAN	2022	2022	RS6 AVANT	16
CAN	2022	2022	RS7	4
CAN	2022	2022	RSQ8	28
CAN	2022	2022	S3 SEDAN	109
CAN	2022	2022	S5 SPORTBACK	9
CAN	2022	2022	SQ7	29
CAN	2022	2022	SQ8	16

*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 – June 2023

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-