

Compliance Recall

Code: 91EL



Subject
Release Date
Affected Vehicles

Rearview Camera
February 14, 2023

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2022	A3 SEDAN	664
USA	2022	2022	Q4 E-TRON SUV	6
USA	2022	2022	RS3 SEDAN	3
USA	2022	2022	S3 SEDAN	36
CAN	2022	2022	A3 SEDAN	162
CAN	2022	2022	Q4 E-TRON SPORTBACK	1
CAN	2022	2022	S3 SEDAN	34

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.

- ✓ Campaign status must show "open."
- ✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.

Problem Description

On the affected vehicles, after shifting into reverse or manually activating the parking function, the rearview camera picture may not be displayed. The rearview camera image may not meet the regulatory response time requirement. A rearview camera with a deactivated image can reduce the driver's information of what is behind the vehicle, increasing the risk of a crash or injury to people outside the vehicle.

Corrective Action

Replace the rearview camera.

Precautions

If the rearview camera image is deactivated while in reverse, drivers should exercise further caution when reversing the vehicle. Additionally, on certain vehicles, the system may display information that the rearview camera is not available.

Code Visibility

On November 10, 2022, the campaign code was applied to affected vehicles.

Owner Notification

Owner notification will take place in February 2023. Owner letter examples are included in this bulletin for your reference.

Additional Information

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

IMPORTANT REMINDER ON 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.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Parts Information

Parts Control Type: VIN to Order	If parts are needed to support a vehicle repair: <ul style="list-style-type: none"> • US Dealers - use AVA • CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order
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Initial Allocation: NO	There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.
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Repair Projection Tool: (right click to open)	
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	1EA-980-556-E	Ctrl Unit	VIN to Order
02	1	1EA-980-556-F	Ctrl Unit	
03	1	5WA-980-556-D	Ctrl Unit	

NOTE

The specified part numbers reflect the status at the start of this action. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

Service Number	91EL		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark Ctrl unit* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	01		
	LABOR		
	Labor Op	Time Units	Description
	7092 20 00	SEE ELSA	Tailgate trim panel remove+reinstall
	9143 19 50	SEE ELSA	Back-up camera remove+reinstall
	9143 15 50	SEE ELSA	Back-up camera adjust
	2706 89 50	10	Connect battery charger
	0151 00 00	Time stated on diagnostic protocol	GFF Operations
	PARTS		
	Quantity	Part Number	Description
	1.00	1EA980556E	Ctrl unit*

Continued on next page

Criteria I.D.	02		
	LABOR		
	Labor Op	Time Units	Description
	7092 20 00	SEE ELSA	Tailgate trim panel remove+reinstall
	9143 19 50	SEE ELSA	Back-up camera remove+reinstall
	9143 15 50	SEE ELSA	Back-up camera adjust
	2706 89 50	10	Connect battery charger
	0151 00 00	Time stated on diagnostic protocol	GFF Operations
	PARTS		
	Quantity	Part Number	Description
	1.00	1EA980556F	Ctrl unit*
Criteria I.D.	03		
	LABOR		
	Labor Op	Time Units	Description
	7092 19 02	SEE ELSA	Tailgate trim panel remove+reinstall
	9143 19 50	SEE ELSA	Back-up camera remove+reinstall
	9143 15 50	SEE ELSA	Back-up camera adjust
	2706 89 50	10	Connect battery charger
	0151 00 00	Time stated on diagnostic protocol	GFF Operations
	PARTS		
	Quantity	Part Number	Description
	1.00	5WA980556D	Ctrl unit*

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 22V823

Subject: Compliance Recall 91EL – Rearview Camera

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that certain 2022 model year Audi vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 111, *Rear Visibility*. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? On the affected vehicles, after shifting into reverse or manually activating the parking function, the rearview camera picture may not be displayed. The rearview camera image may not meet the regulatory response time requirement. A rearview camera with a deactivated image can reduce the driver's information of what is behind the vehicle, increasing the risk of a crash or injury to people outside the vehicle.

What will we do? To correct this noncompliance, your authorized Audi dealer will replace the rearview camera. This work will take about a day to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

What should you do? Please contact your authorized Audi dealer without delay to schedule this recall repair. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

Precautions you should take If the rearview camera image is deactivated while in reverse, drivers should exercise further caution when reversing the vehicle. Additionally, on certain vehicles, the system may display information that the rearview camera is not available.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.

Checking your vehicle for open Recalls and Service Campaigns To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.audiusa.com and enter your Vehicle Identification Number (VIN).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Transport Canada Recall: 2022-630

Subject: Compliance Recall 91EL – Rearview Camera

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

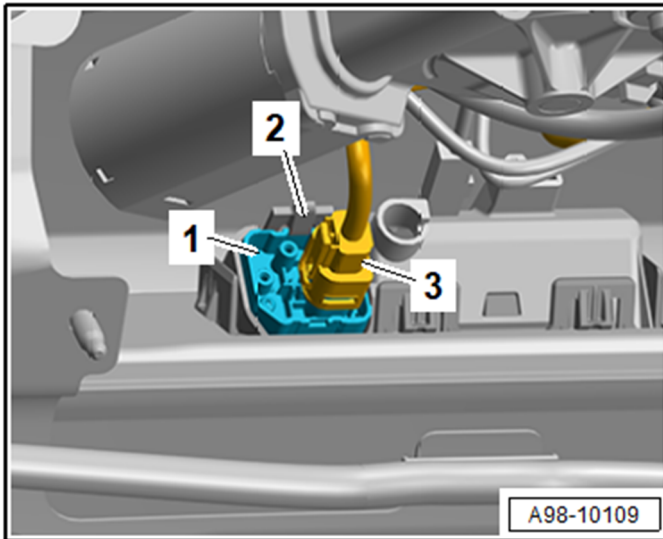
- What is the issue?** On the affected vehicles, after shifting into reverse or manually activating the parking function, the rearview camera picture may not be displayed. The rearview camera image may not meet the regulatory response time requirement. A rearview camera with a deactivated image can reduce the driver's information of what is behind the vehicle, increasing the risk of a crash or injury to people outside the vehicle.
- What will we do?** To correct this noncompliance, your authorized Audi dealer will replace the rearview camera. This work will take about a day to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.
- What should you do?** Please contact your authorized Audi dealer without delay to schedule this recall repair.
- Precautions you should take** If the rearview camera image is deactivated while in reverse, drivers should exercise further caution when reversing the vehicle. Additionally, on certain vehicles, the system may display information that the rearview camera is not available.
- Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.
- Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

Repair Overview



- Replace rear view camera.

! NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

Required Tools

 <p>Removal Wedge -T40233- (or equivalent)</p>	 <p>Trim Removal Wedge -3409- (or equivalent)</p>
 <p>Pry lever -80-200- (or equivalent)</p>	 <p>Omega Clip Tool -T40280- (or equivalent)</p>
 <p>Calibration Tool - Spacing Laser -VAS6350/2A-</p>	 <p>Calibration Tool - R8 Wheel Adapters -VAS6350/5</p>
 <p>Calibration Tool -VAS6350A-</p>	 <p>Calibration Tool - Linear Laser -VAS6350/3A-</p>

Repair Instruction

Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

Campaign/Action	Start	Designation
→ 3	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

EXAMPLE

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

CRITICAL REPAIR STEP

 **STOP!** 

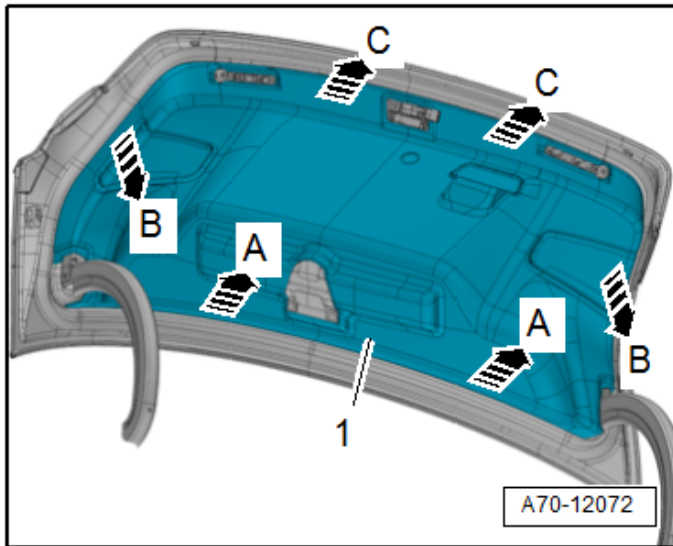
If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**

A3, S3 and RS3 models: Proceed to Section B.

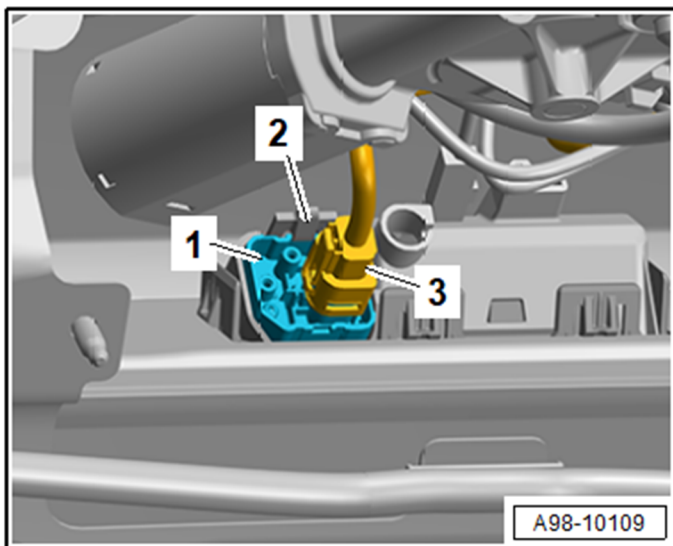
Q4 e-tron: Proceed to Section C

Section B – Repair Procedure (A3 variants)



Remove rear lid lower trim panel:

- See ELSA Repair Manual: *Repair manual > Body > Body Interior > 70 Interior Trim > Luggage Compartment Trim Panels > Rear Lid Lower Trim Panel, Removing and Installing*



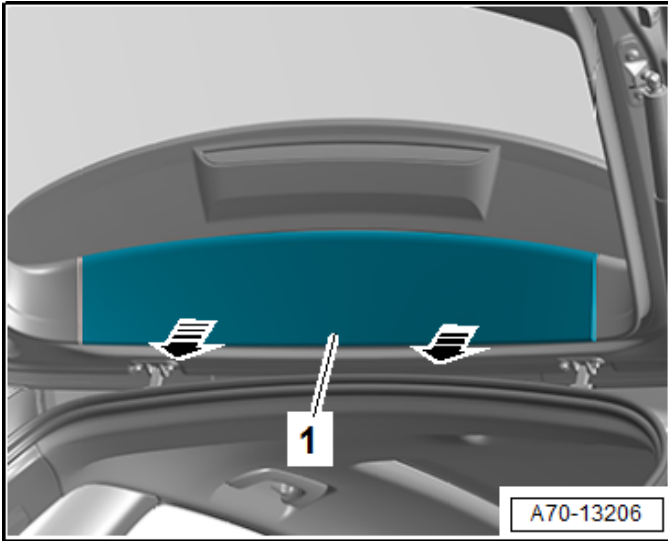
Replace rearview camera:

Crit.	Part Number	Part Description
03	5WA-980-556-D	Rearview camera

- Release the retainer <2>.
- Remove the rearview camera <1> from the mount.
- Disconnect the antenna wire <3>.
- Install the new camera in the reverse order of removal.
- Install rear lid lower trim panel in the reverse order of removal.

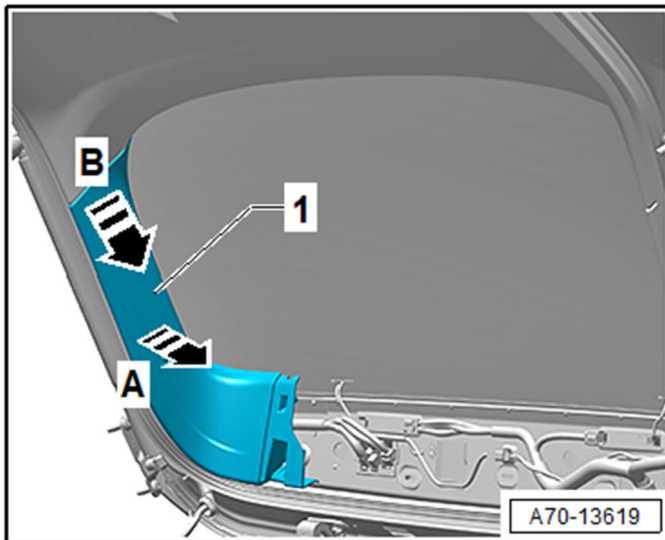
Proceed to Section D.

Section C – Repair Procedure (Q4 e-tron)



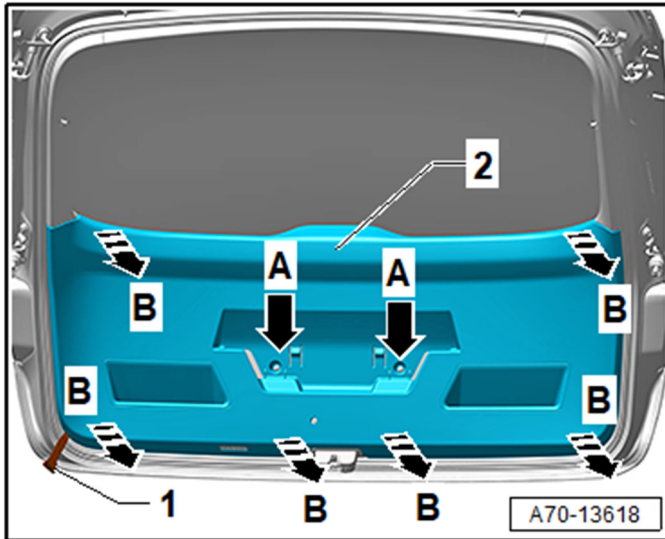
Remove rear lid upper trim panel:

- Unclip the rear lid upper trim panel <1> from the rear lid using a suitable trim removal wedge <arrows>.



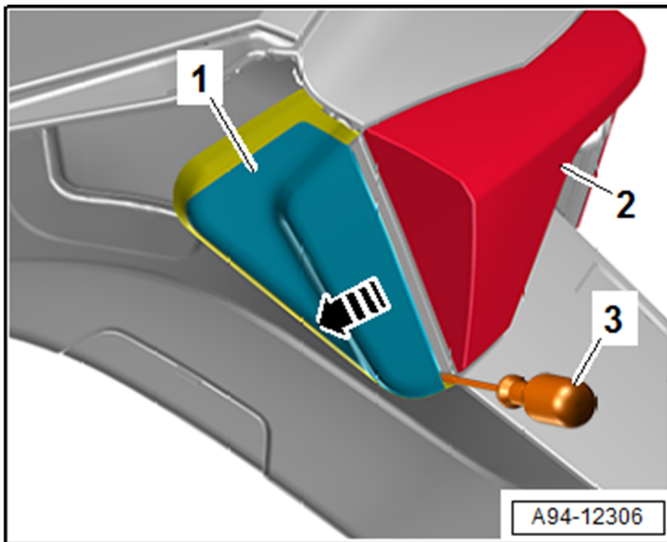
Remove rear lid side trim panels:

- Unclip the rear lid side trim panel <1> from the rear lid <direction of the arrow A>.
- Remove the rear lid side trim panel from the rear lid lower trim panel <direction of the arrow B>.



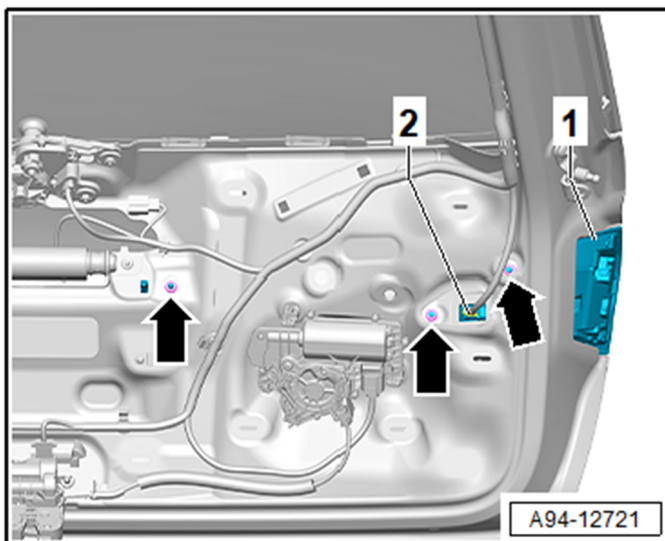
Remove rear lid lower trim panel:

- Remove the emergency triangle.
- Remove the bolts <A arrows>.
- Unclip the lower rear lid trim panel <2> from the rear lid using a suitable trim removal wedge <1> <arrows B>.
- Disconnect the Rear Lid Closing Button -E574-connector (if equipped).

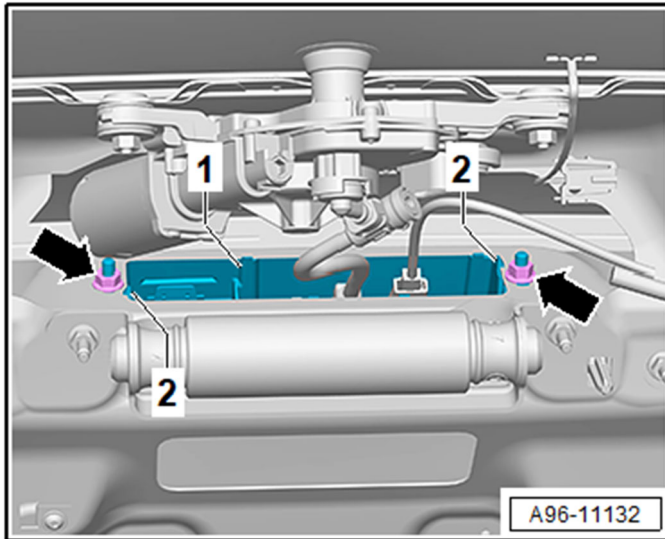


Remove center tail lamp:

- Position a narrow screwdriver <3> at the opening and remove the cover <1> from the tail lamp.
- Remove the cover <1> forward <arrow>.

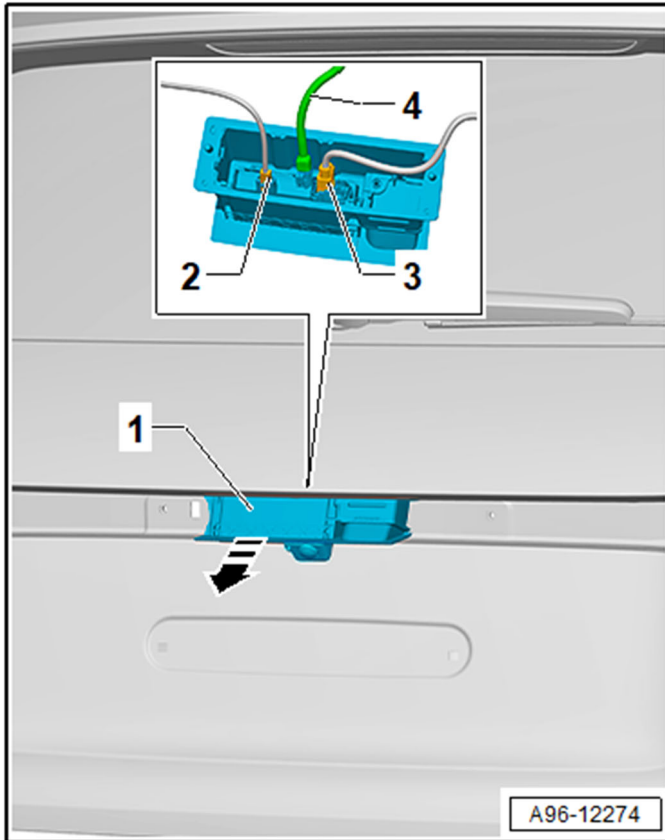


- Disconnect the connector <2>.
- Remove the nuts <arrows> on both sides.
- Remove the tail lamp assembly <1>.

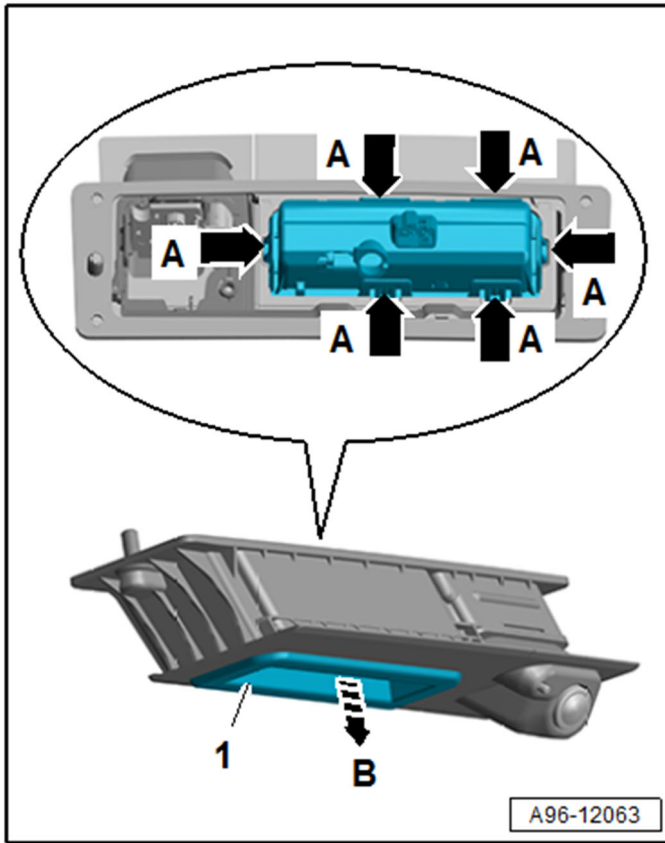


Remove rear lid release button:

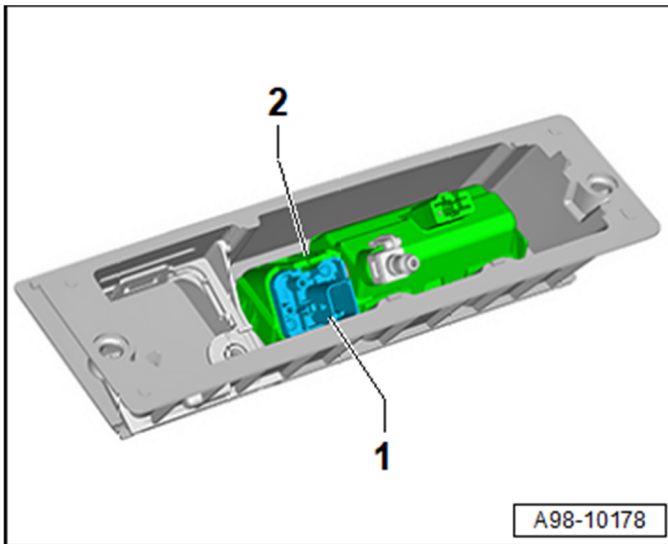
- Remove the nuts <arrows>.
- Release the retaining tab <2> from the grip piece <1>.



- Push out the grip piece <1> with Release Button in Rear Lid Handle -E234- outward <arrow>.
- Disconnect the connector <2>.
- Disconnect the connector <3> (if equipped).
- Release the washer fluid hose <4> and remove (if equipped).
- Remove the grip piece <1> with the button.



- Release the retaining tabs <arrows A>.
- Press the button <1> out toward the outside <arrow B>.



Replacing rearview camera:

Crit.	Part Number	Part Description
01	1EA-980-556-E	Rearview camera
02	1EA-980-556-F	Rearview camera

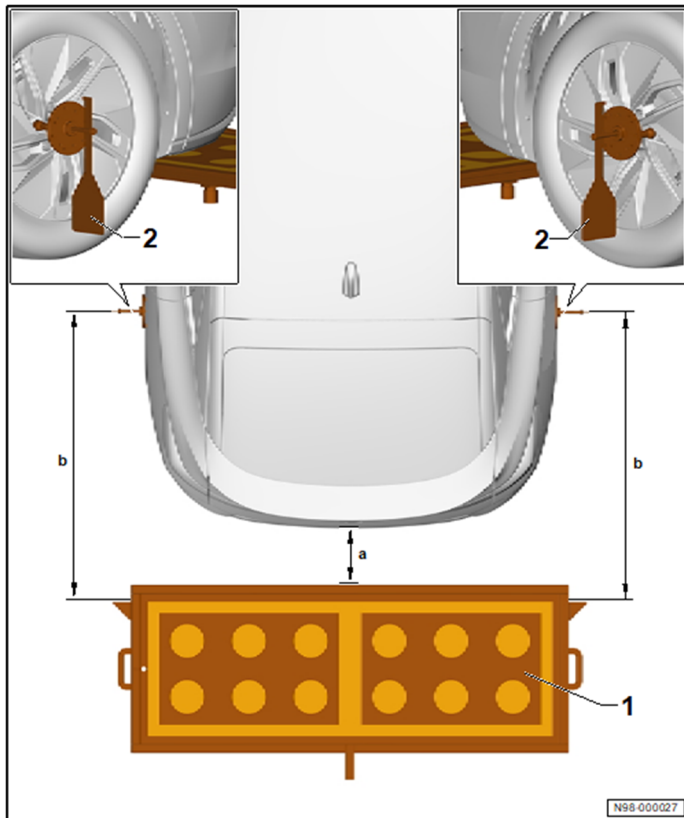
- Release the retaining tab <2>.
- Remove the rearview camera <1>.
- Install the new rearview camera in the reverse order of removal.

Reassemble vehicle in the reverse order of removal and note the following:

- Torque nuts for rear lid grip piece to 4 Nm.
- Torque nuts for rear center tail light as follows:
 - Hand tight, working from center outward.
 - 4 Nm, working from center outward.
- Remove any clips remaining in the rear lid using the Omega Clip Tool -T40280- and insert them into the rear lid lower trim panel for installation.
- Make sure the connectors are attached until they audibly engage.
- Make sure wires are not pinched.

Proceed to Section D

Section D – Calibrating Rear View Camera

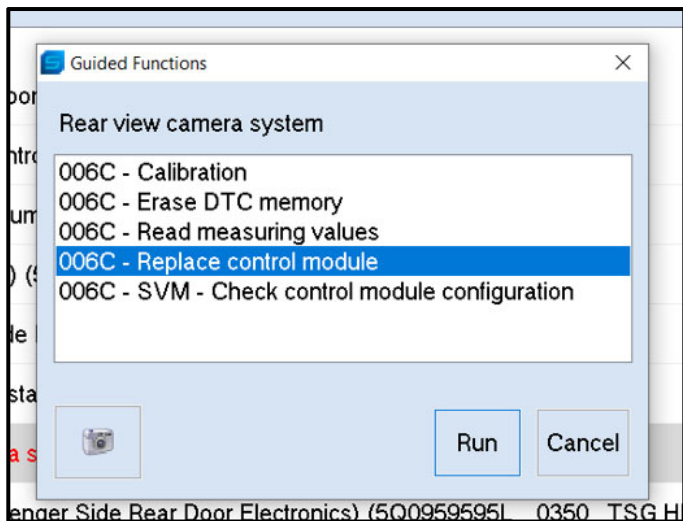


Calibrate rearview camera according to the Repair Manual and the Diagnostic Tester:

- See ELSA Repair Manual: *Repair manual > Electrical System > Driver Assistance Systems > 98 Assistance Systems > Rearview Camera System > Rearview Camera System, Calibrating*
- Perform Guided Functions test plan *006C – Replace control module* and follow the on-screen prompts.

NOTE

The faults in address 006C may have to be cleared in order to start the calibration test plan.



Proceed to Section E

Section E – Campaign Completion Stamp

I certify that this campaign
has been performed in strict
accordance with the applicable
Audi repair procedure.

SAGA Code: _____
Technician: _____
Date: _____

Item#: AUD4927ENG

-OR-

Je certifie que cette
campagne de rappel a été
exécutée suivant les strictes
directives de réparation
d'Audi

Code de SAGA: _____
Technicien: _____
Date: _____

Item # AUD4927FRE

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.
- **Proceed to Section F**

Section F - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.