

Part 573 Safety Recall Report

23V-212

Manufacturer Name : Volkswagen Group of America, Inc.**Submission Date :** MAR 29, 2023**NHTSA Recall No. :** 23V-212**Manufacturer Recall No. :** 90N7**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 : 19

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2020 AUDI Q7

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on vehicle assembly information provided by the manufacturing factory and ports from 2019. The vehicles included in the recall should originally have been remedied in the factory or ports before market introduction in 2019. Upon further research into the scoping, 19 U.S. vehicles in the field were identified that were not remedied and previously not included in the campaign due to human error.

Vehicles not included in the recall have already received the updated software and heating film for the front camera.

Q7: 19

Production Dates : OCT 25, 2019 - NOV 20, 2019

VIN Range 1 : Begin : WA1VXAF7XLD000090 End : WA1LXAF72LD000933 Not sequential**Description of Defect :**

Description of the Defect : Due to an incompatibility between the activation software and the heating film used for the front camera on the windshield, the heating film may overheat.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Major overheating may occur at low temperatures or when the heater element is activated after the ignition is switched on. This could lead to smoldering or even a vehicle fire.

Description of the Cause : Incompatibility between the activation software and the heating film used for the front camera on the windshield.

Identification of Any Warning none
that can Occur :

Involved Components :

Component Name 1 : Heating film for front camera

Component Description : Backlight masking screen

Component Part Number : 4M0 980 281 A

Component Name 2 : Front camera activation software

Component Description : Target data container

Component Part Number : 4M1.909.466.D

Supplier Identification :

Component Manufacturer

Name : AUDI AG

Address : NR

Ingolstadt

Foreign States 85045

Country : Germany

Chronology :

November 15, 2019: The Audi Product Safety Committee decided a recall for Q7 (Product Improvement) vehicles to address an incompatibility between the activation software and the heating film used for the front camera on the windshield which may lead to major overheating. At this point, the affected Q7 (Product Improvement) model had not been introduced in any market outside of Europe. All affected U.S. vehicles were believed to have been held and remedied at the ports.

November 22, 2019: Audi submitted a Foreign Recall Report to NHTSA, as no U.S. vehicles were in the field yet.

February 27, 2023: The U.S. market identified a vehicle that appeared to be affected by the issue.

February 27 - March 21, 2023: Audi started a thorough review of the history and processes in place during the initial determination of the recall population in 2019. Additionally, for each potentially affected vehicle identified, Audi reviewing detailed history, including any factory rework and previous recall or dealer visits. It was discovered that 19 vehicles in the U.S. had not been either (a) remedied in the ports, or (b) not been correctly flashed by the factory and not been added to the campaign due to human error.

March 22, 2023: The current status was presented to the Audi Product Safety Committee and it was decided to

recall the newly identified affected vehicles.

Audi is aware of one (1) case of local smoldering on a U.S. vehicle due to this issue which occurred in February 2020.

Description of Remedy :

Description of Remedy Program : The control software for the front camera will be updated and the heater element for the front camera will be replaced as an additional safety measure to assure proper bonding of the heating film. Audi will offer a reimbursement plan under this recall.

How Remedy Component Differs from Recalled Component : Old control software for the front camera: 4M1.909.466.A
New control software for the front camera: 4M1.909.466.D
The new target data container updates the control parameters for the front camera in order to avoid overheating.
The heater element has not changed but will be replaced to assure proper bonding between the heating film and the lens shade in case the adhesion was not sufficient or in case the heater element was already pre-damaged.

Identify How/When Recall Condition was Corrected in Production : On November 15, 2019, the factory started using the new target data container for the front camera activation software.

Recall Schedule :

Description of Recall Schedule : Dealers/owners: On or before May 26, 2023
Planned Dealer Notification Date : MAY 26, 2023 - MAY 26, 2023
Planned Owner Notification Date : MAY 26, 2023 - MAY 26, 2023

* NR - Not Reported