



Audi

AUDI DEALER COMMUNICATION

Repair Available – Safety Recall 90N7 / Front Camera Heating Element

This notice is for:

✓ Dealer Principal	✓ Service Manager	✓ Warranty Administrator
✓ General Manager	✓ Parts Manager	✓ Technicians
✓ Sales Managers	✓ Service Advisor	

Date: May 02, 2023

Issue: 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. 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.

Repair:

- REPAIR AVAILABLE – May 03, 2023 - 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.
- 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	2020	2020	Q7	19
CAN	2020	2020	Q7	6

**Counts reflect overall recall 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 – May 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-

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.