

IMPORTANT SAFETY RECALL

Audi of America, Inc.



<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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

NHTSA: 23V212

Subject: Safety Recall 90N7 - Front Camera Heating Element

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2020 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

Audi of America, Inc.
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Auburn Hills, MI 48326
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www.audiusa.com

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| What is the 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, increasing the risk of smoldering or even a vehicle fire. |
| What will we do? | To correct this defect, your authorized Audi dealer will update the control software for the front camera, and the heater element for the front camera will be replaced as an additional safety measure to assure proper bonding of the heating film. This work will take about an hour 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 work. 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. |
| 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. |
| Reimbursement of Expenses | If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request. |
| 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 . |

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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