

Frequently Asked Questions (FAQ)

ACTION SUMMARY					
Campaign Code	Safety Recall 90N7 – Front Camera Heating Element				
Action Status	REPAIR NOT YET AVAILABLE				
Market(s)	USA & Canada				
Affected Vehicles	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
	USA	2020	2020	Q7	19
	CAN	2020	2020	Q7	6
Problem Description	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.				
<div>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS <u>New Vehicles in Dealer Inventory:</u> 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. <u>Pre-Owned Vehicles in Dealer Inventory:</u> 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.</div>					
VIN Lookup Visibility - NHTSA safecar.gov and audiusa.com: On or about April 6, 2023, the campaign code will appear for affected vehicles in the VIN lookup tool(s). Customers can check a vehicle's eligibility for repair under this or any other recall/service campaign by clicking on the Look Up Recalls link at www.audiusa.com and entering the Vehicle Identification Number (VIN).					

What is the status of this recall repair?

The recall repair is not yet available.

Why has this recall been announced when dealers are not yet able to perform the repairs?

Once a determination of safety defect or noncompliance is made, the law requires auto manufacturers to notify the government promptly – regardless of parts/repair availability.

What if a customer requests that their vehicle be repaired immediately?

Any vehicle experiencing issues should be diagnosed/repared by an authorized dealer following existing repair guidelines.

If a vehicle is not currently experiencing any issues, please inform the customer that a repair solution is pending, and that they will receive formal notification via first-class mail once the repair is available. Once the customer receives formal notification, they may contact their authorized dealer to schedule the repair.

What should dealers do if they have any affected vehicles in inventory?

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.



Dealers can use their most current OMD Web report to identify any affected vehicles that may be in their inventory. In the interest of customer safety and satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this repair has been performed.

Who should dealers contact if they have additional questions?
--

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Audi Public Relations.

<p style="text-align: center;">IMPORTANT!</p>
--

<p>This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.</p>
