



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

April 8, 2025

Mr. Chris Sandvig
Volkswagen Group of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

NEF-107DG
25V-201

Subject: Instrument Panel Display Failure

Dear Mr. Sandvig:

This letter serves to acknowledge Volkswagen Group of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

AUDI/A6/2021
AUDI/A6 ALLROAD/2021
AUDI/A7/2021
AUDI/A8/2021
AUDI/Q7/2021
AUDI/Q8/2021
AUDI/RS 6 AVANT/2021
AUDI/RS 7/2021
AUDI/RS Q8/2021
AUDI/S6/2021
AUDI/S7/2021
AUDI/S8/2021
AUDI/SQ7/2021
AUDI/SQ8/2021

Mfr's Report Date: March 31, 2025

NHTSA Campaign Number: 25V-201

Components:

ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL
ELECTRICAL SYSTEM:SOFTWARE

Potential Number of Units Affected: 44,387

Problem Description:

Volkswagen Group of America, Inc. (Audi) is recalling certain 2021 SQ8, A6 SEDAN, A7, A8, Q7, Q8, RS6 Avant, RS7, RSQ8, S6 SEDAN, S7, S8, A6 Allroad, and SQ7 vehicles. Due to a software error, the instrument panel display may fail.

Consequence:

An instrument panel display that fails to show critical safety information, such as the speedometer or warning lights, increases the risk of a crash.

Remedy:

Dealers will update the instrument panel module software, free of charge. Owner notification letters are expected to be mailed May 30, 2025. Owners may contact Audi customer service at 1-800-253-2834. Audi's number for this recall is 90VC.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 888-327-4236 (TTY 888-275-9171) or go to [nhtsa.gov](https://www.nhtsa.gov).

We have received Volkswagen's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Volkswagen Group of America, Inc.'s contact for this recall will be Dusty Gardner who may be reached by email at dusty.gardner@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement