



AUDI DEALER COMMUNICATION

Repair Available – Safety Recall 90VC / Instrument Cluster (Virtual Cockpit) Software

This notice is for: All Dealer Personnel

Date: April 09, 2025

Issue: A vehicle's virtual cockpit instrument cluster may shut down because of detection of an internal fault. When this occurs, the engine speed (RPM), vehicle speed and gear/mode indicators will not be displayed. In addition to this, other information, such as time, date and mileage are also not displayed. Warnings, tell-tales and gauges that don't display could increase risk of crash.

Repair:

- REPAIR AVAILABLE – April 10, 2025 - Update instrument cluster (virtual cockpit) software
- See ELSA and Service References in Elsa2Go 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: No parts needed; software update only.

Affected Vehicles:

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	A6 ALLROAD	737
USA	2021	2021	A6 SEDAN	5,504
USA	2021	2021	A7	1,349
USA	2021	2021	A8	990
USA	2021	2021	Q7	19,825
USA	2021	2021	Q8	8,070
USA	2021	2021	RS6 AVANT	1,292
USA	2021	2021	RS7	1,183
USA	2021	2021	RSQ8	1,122
USA	2021	2021	S6 SEDAN	490
USA	2021	2021	S7	362
USA	2021	2021	S8	125
USA	2021	2021	SQ7	1,726
USA	2021	2021	SQ8	1,612
CAN	2021	2021	A6 ALLROAD	77
CAN	2021	2021	A6 SEDAN	77
CAN	2021	2021	A7	66

Ensure all dealer 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.

CAN	2021	2021	A8	35
CAN	2021	2021	Q7	1,615
CAN	2021	2021	Q8	675
CAN	2021	2021	RS6 AVANT	390
CAN	2021	2021	RS7	198
CAN	2021	2021	RSQ8	299
CAN	2021	2021	S6 SEDAN	36
CAN	2021	2021	S7	29
CAN	2021	2021	S8	14
CAN	2021	2021	SQ7	195
CAN	2021	2021	SQ8	199

**Counts reflect overall 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 – April 2025
- Loaner/rental coverage – see campaign circular

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-