

IMPORTANT SAFETY RECALL

Audi of America, Inc.



1**1**1*****SINGLE-PIECE 48233
XXXXXXXXXXXXXXXXXXXXX xxxx
JOHN DOE
12345 YOUR STREET
HOMETOWN, MI 98765-4321

(barcode)

<MONTH YEAR>

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

NHTSA: 25V225

Subject: Compliance Recall 90XM – Rearview Camera

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
+1 800 253 2834
www.audiusa.com

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that certain 2025 model year Audi vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 111, "Rear Visibility." Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

An issue with the rearview camera may cause a blurry and/or unclear image on the central display. This is non-compliant with regulatory requirements. A rearview camera image that is blurry or unclear when reversing may impair the driver's ability to see areas to the rear of the vehicle. This can increase the risk of a crash.

What will we do?

To correct this noncompliance, your authorized Audi dealer will replace the affected rearview camera. This work will take about two hours to complete and will be performed for you free of charge.

In addition, surround view cameras with the same part number in other vehicle locations (not impacted by this recall) will also be replaced if necessary. Depending on the number of cameras requiring replacement, this work could take up to an additional two hours to complete and will also be performed for you free of charge.

Please keep in mind that your dealer may need additional time for the preparation of the work, 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.

Precautions you should take:

Should the rearview camera image appear blurred or unclear, owners are advised to contact an authorized Audi dealer to have the vehicle diagnosed.

Additional Information

- 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.

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- If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, please contact Audi Customer Experience at 1-800-253-2834 or via our “Contact Us” page at www.audiusa.com.
- 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:1-888-275-9171); or go to <http://www.safercar.gov>.
- 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).

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