

Compliance Recall

Code: 90AV



Subject Document History

Camera Control Unit

Date	Summary
03/28/2025	Updated repair instructions with software update steps Updated parts section Updated claiming instructions
03/21/2025	Original publication

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2024	2025	Q3	14,028
CAN	2024	2025	Q3	1,260

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.

- ✓ Campaign status must show "open."
- ✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.

Problem Description

An error may occur during camera control unit startup and, as a result, the vehicle may not display a rearview camera image. This is non-compliant with regulatory requirements. The acoustic and visual warning (bar display) from the parking assistance system will still function. A rearview camera image that is not available 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.

Corrective Action

Vehicles in new car inventory:	After previously allocated parts have been used, all vehicles will be repaired with the software update. <i>Replacement does not apply to CPO inventory vehicles</i>
Retail sold vehicles:	Update camera control module software. <i>If a vehicle is experiencing a problem with the rear camera, and the vehicle has the recall condition, the camera module must be replaced.</i>

Precautions

If the recall condition is present in the vehicle, the driver will notice that there is no image on the screen after engaging the Reverse gear or pressing the parking assistance button. Should this occur, owners are advised to use extra caution when reversing, and to contact an authorized dealer.

Code Visibility

On February 14, 2025, the campaign code was applied to affected vehicles.

Owner Notification

Owner notification will take place in April 2025. Owner letter examples are included in this bulletin for your reference.

Additional Information

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

IMPORTANT REMINDER ON 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.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Parts Information (if necessary)

CRITICAL PARTS INFORMATION



After previously allocated parts have been used, all vehicles will be repaired with the software update.

If a vehicle arrives with the recall condition and the diagnosis confirms the vehicle has the recall condition, dealers must perform part replacement and claim under this recall. See campaign work instructions for further detail.

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	83A-907-428-E	CONTR.UNIT	Reference POC comments individually by part number, or in the POC Campaign List

NOTE

Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If a customer declines campaign work, refer to the "Customer Declines Campaign/Update Repair" section in the Campaign/Update Policy and Procedures Manual.

Service Number	90AV		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal when only the software update was performed. Mark CONTR.UNIT* as causal if the camera control module is replaced (<i>new vehicle inventory vehicles, or vehicles with recall condition ONLY</i>)		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	01		
	The following claiming instructions are allowed for vehicles receiving the software update, including: - Retail sold vehicles (including CPO inventory) - New inventory vehicles receiving the software update		
	LABOR		
	Labor Op	Time Units	Description
	0151 00 10	SEE ELSA	Software update (<i>setup + battery charger</i>)
	0151 00 60	Time stated on diagnostic protocol	Software update (<i>GFF Operations</i>)

Continued on next page

	The following claiming instructions are allowed for: • New inventory vehicles that had the module replaced • Vehicles with the recall condition and the diagnosis confirmed the vehicle has the recall condition <i>NOTE: New inventory vehicles are also allowed to receive the software update if the control module is not replaced.</i>		
	LABOR		
	Labor Op	Time Units	Description
	9084 19 00	SEE ELSA	ECM f.overhead view camera remove+reinstall
	9083 15 50	SEE ELSA	Overhead view camera adjust
	2706 89 50	SEE ELSA	Battery charge
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions (overhead view camera calibration)
	PARTS		
	Quantity	Part Number	Description
	1.00	83A907428E	CONTR.UNIT*

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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

NHTSA: 25V082

Subject: Compliance Recall 90AV - Camera Control Unit

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 2024-2025 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 error may occur during camera control unit startup and, as a result, the vehicle may not display a rearview camera image. This is non-compliant with Federal Motor Vehicle Safety Standard (FMVSS) No. 111, *Rear Visibility*. The acoustic and visual warning (bar display) from the parking assistance system will still function. A rearview camera image that is not available 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 update the camera control unit software. 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 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:

If the recall condition is present in the vehicle, the driver will notice that there is no image on the screen after engaging the Reverse gear or pressing the parking assistance button. Should this occur, owners are advised to use extra caution when reversing, and to contact an authorized dealer.

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.
- 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

Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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

Transport Canada Recall: 2025-066

Subject: Compliance Recall 90AV - Camera Control Unit

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

An error may occur during camera control unit startup and, as a result, the vehicle may not display a rearview camera image. This is non-compliant with Canada Motor Vehicle Safety Standard - CMVSS 111 - *Mirrors and Rear Visibility Systems*. The acoustic and visual warning (bar display) from the parking assistance system will still function. A rearview camera image that is not available 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 update the camera control unit software. 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 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.

Precautions you should take:

If the recall condition is present in the vehicle, the driver will notice that there is no image on the screen after engaging the Reverse gear or pressing the parking assistance button. Should this occur, owners are advised to use extra caution when reversing, and to contact an authorized dealer.

Additional Information

- If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt.
- 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 Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

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

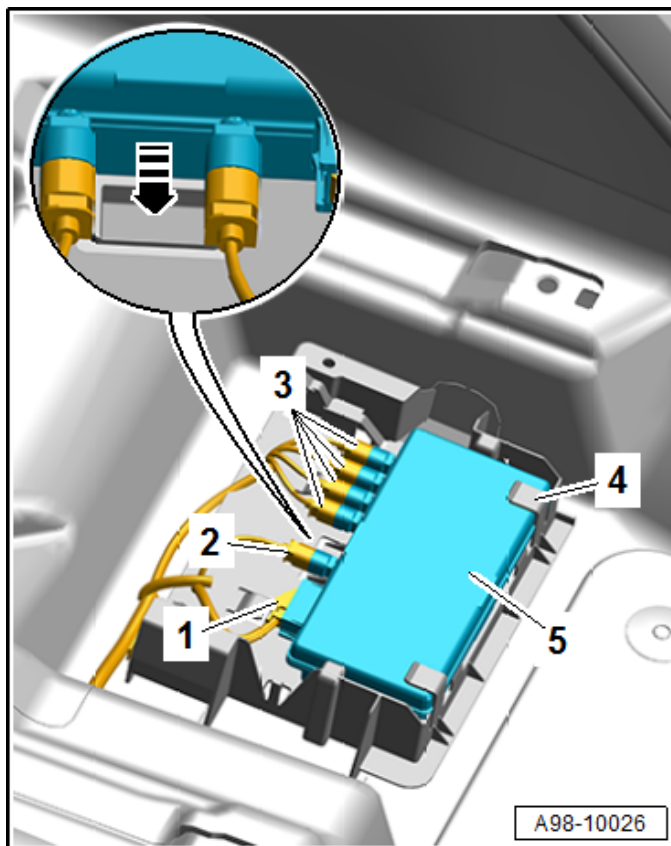
Repair Overview

CRITICAL INFORMATION



After previously allocated parts have been used, all vehicles will be repaired with the software update.

If a vehicle arrives with the recall condition and the diagnosis confirms the vehicle has the recall condition, dealers must perform part replacement and claim under this recall.



Vehicles in NEW dealer inventory:

- Perform software update or replace Peripheral Camera Control Module -J928- if allocated parts are still available.

Vehicles with concern, “no camera images are displayed” AND DTC U104C00: “Rear view camera system control module no communication” is stored in the Gateway (DA 0019):

- Replace Peripheral Camera Control Module -J928-.

Customer owned and CPO inventory vehicles with NO concerns about the camera image:

- Perform software update to Peripheral Camera Module -J928-.

NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

Required Tools



Battery Tester/Charger
capable of **minimum 90
Amp** continuous supply



Diagnostic Tester
-VAS6150X/6160X-
(or equivalent)



Calibration System
-VAS721001-
(only required if parts are
replaced)

Repair Instruction

Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

Campaign/Action	Start	Designation
→ 3	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

EXAMPLE

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

CRITICAL REPAIR STEP

 **STOP!** 

All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

- For vehicles having the software update performed:**
 - Proceed to Section B
- For vehicles requiring part replacement:**
 - Proceed to Section C

IMPORTANT

 **STOP!** 

After previously allocated parts have been used, all vehicles will be repaired with the software update.

If a vehicle arrives with the recall condition and the diagnosis confirms the vehicle has the recall condition, dealers must perform part replacement and claim under this recall.

- Customer concern may be, “no camera images are displayed”.
- DTC U104C00: “Rear view camera system control module no communication” is stored in the Gateway (DA 0019).
- J928 may be offline when vehicle is scanned.

Section B – Peripheral Camera Control Module Software Update

NOTE

Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;

- ✓ **The ODIS software is completely up to date.**
 - Refer to the “Current ODIS Service Version” circular found in Elsa2Go Service References.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
 - Battery voltage must remain above 12.5 volts **(or higher, if directed in the work instructions)** for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
 - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
 - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **Flash process through “Audi Flashing” not Guided Fault Finding (GFF).**
 - DO NOT USE Guided Fault Finding (GFF) to perform this flash. Using GFF will cause the flash to take longer. Requests for additional time will not be considered.
- ✓ **The VAS Diagnostics Interface MUST ONLY be connected to the tester with a USB cable.**
 - Performing a software update using a Bluetooth or Wi-Fi connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth or WiFi.

NOTE

- All campaign software updates must be completed during a single, standalone ODIS Diagnostic Session. You must fully complete this campaign and send all logs before beginning any other campaigns or operations.
- If there are any ODIS “Hot-Fix” patches installed, they must be removed from the scan tool before beginning this operation. ODIS “Hot-Fix” patches may affect the update process.

WARNING

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

IMPORTANT

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2011732: *Software Version Management (SVM) Operating Instructions* for the US, or 2037026: *Working with the Software Version Management (SVM)* for Canada.

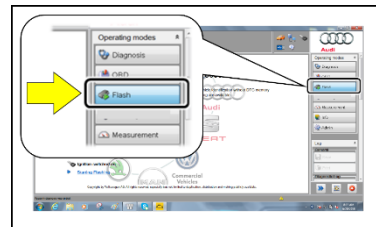
The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

NOTE

There may be several warnings that appear on the dashboard while the software update is active and after completion, this is normal. After the flash is completed the ignition cycle outlined in the instructions below will eliminate these warnings.

- Switch off all consumers, air conditioning, heater blower motor, lights, heated seats, etc.
- Connect battery charger.
- Ensure the latest version of ODIS is downloaded.
- Ensure diagnostic head is connected to ODIS tester via USB cable.
- Move selector lever to P.

- Use operating mode, FLASH.
 - Communication path = CAN
- Select "SVM – Code Input".
- Enter SVM code **90AVA189** and follow the on-screen prompts.
- **Cycle the ignition off for one minute and back on.**
- Ensure the diagnostic log is sent to GFF Paperless when exiting the flash tool.



Proceed to Section D

IMPORTANT

If the software update fails for any reason, ODIS feedback must be sent prior to further diagnosis. This ensures the failure/error is reported. Failure to do so may result in non-payment of consequential requests for additional time or parts.

Section C – Replace Peripheral Camera Control Module

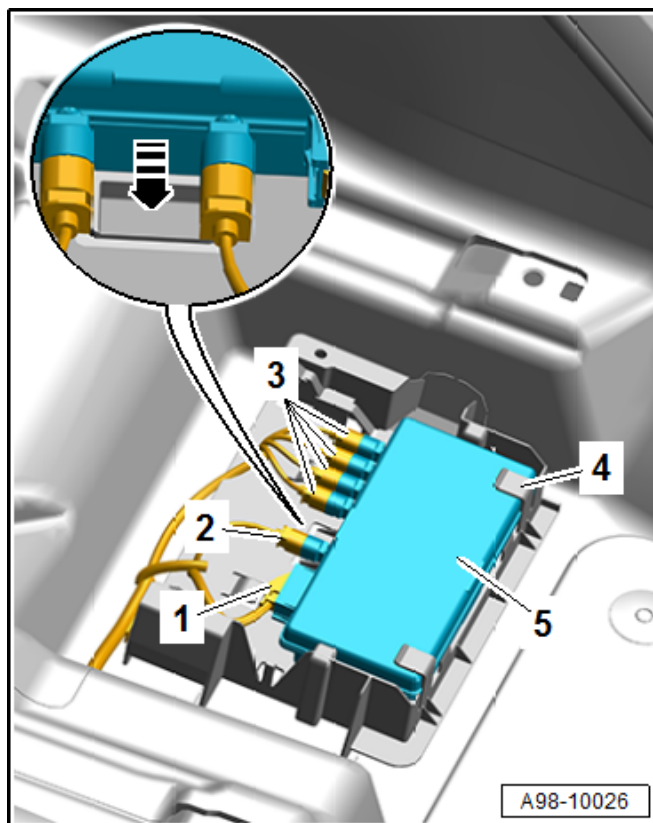
⚠ IMPORTANT



After previously allocated parts have been used, all vehicles will be repaired with the software update.

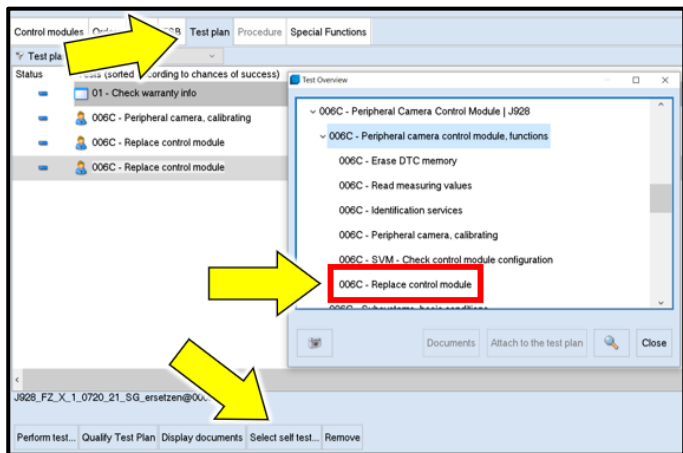
If a vehicle arrives with the recall condition and the diagnosis confirms the vehicle has the recall condition, dealers must perform part replacement and claim under this recall.

- Customer concern may be, “no camera images are displayed”.
- DTC U104C00: “Rear view camera system control module no communication” is stored in the Gateway (DA 0019).
- J928 may be offline when vehicle is scanned.

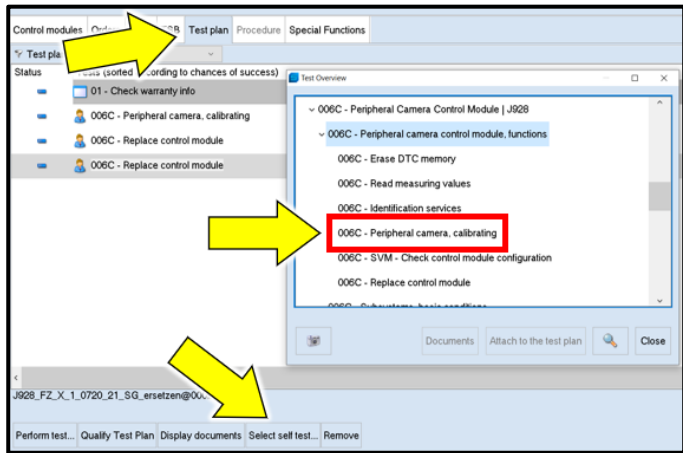


Replace Peripheral Camera Control Module -J928-

- See ELSA Repair Manual: *Repair Manual > Electrical System > Driver Assistance Systems > 98 Assistance Systems > Sensors and Control Modules > Peripheral Camera Control Module J928, Removing and Installing*
- **The new control module does not require the software update.**



- Perform the test plan for replacing the peripheral camera control module:
 - *Select the test plan tab > Select self test > Diagnostic capable systems > 006C Peripheral camera control module – J928 > Peripheral camera control module, functions > 006C – Replace control module.*
- Follow the on-screen prompts.



Calibrate Peripheral Camera Control Module -J928-

- See ELSA Repair Manual: *Repair Manual > Electrical System > Driver Assistance Systems > 98 Assistance Systems > Peripheral Camera > Peripheral Camera, Calibrating*
- Perform the test plan for calibrating the peripheral camera control module:
 - *Select the test plan tab > Select self test > Diagnostic capable systems > 006C Peripheral camera control module – J928 > Peripheral camera control module, functions > 006C – Peripheral camera, calibrating.*
- Follow the on-screen prompts.

Proceed to Section D

Section D – Campaign Completion Stamp

I certify that this campaign
has been performed in strict
accordance with the applicable
Audi repair procedure.

SAGA Code: _____

Technician: _____

Date: _____

Item#: AUD4927ENG

-OR-

Je certifie que cette
campagne de rappel a été
exécutée suivant les strictes
directives de réparation
d'Audi

Code de SAGA: _____

Technicien: _____

Date: _____

Item # AUD4927FRE

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.

Proceed to Section E

Section E - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.