# Safety Recall
# Code: 90VC



| | |
|---|---|
| **Subject** | **Instrument Cluster (Virtual Cockpit) Software** |

**Document History**

| Date | Summary |
|---|---|
| 04/10/2025 | Original publication |

**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 |
| 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 |

*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** | 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. |
| **Corrective Action** | Update instrument cluster (virtual cockpit) software. |
| **Code Visibility** | On or about April 02, 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.**<br><br>**IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS**<br><br>**<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.**<br><br>**<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.**<br><br>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>. |

## 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** | 90VC |
| **Damage Code** | 0099 |
| **Parts Vendor Code** | 002 |
| **Claim Type** | Sold vehicle: 7 10<br><br>Unsold vehicle: 7 90 |
| **Causal Indicator** | Mark labor as causal |
| **Vehicle Wash/Loaner** | Do not claim wash/loaner under this action |
| **Criteria I.D.** | 01 |
| | Check instrument cluster hardware version. No software update is required. |

| LABOR | | |
|---|---|---|
| **Labor Op** | **Time Units** | **Description** |
| 0183 00 99 | 30 | No software update is required. |

**OR** | Check instrument cluster hardware version. Software update is required.

| LABOR | | |
|---|---|---|
| **Labor Op** | **Time Units** | **Description** |
| 0151 00 10 | SEE ELSA | Software update *(setup + battery charger)* |
| 0151 00 60 | Time stated on diagnostic protocol | Software update *(GFF Operations)* |

## 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:** 25V201

**Subject: Safety Recall 90VC - Instrument Cluster (Virtual Cockpit) Software**

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2021 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the 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.

**What will we do?**

To correct this defect, your authorized Audi dealer will update the instrument cluster (virtual cockpit) 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.

**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

<MONTH YEAR>

<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>

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

**Transport Canada Recall:** 2025-167

**Subject: Safety Recall 90VC - Instrument Cluster (Virtual Cockpit) Software**

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 contain a defect that 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?**

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.

**What will we do?**

To correct this defect, your authorized Audi dealer will update the instrument cluster (virtual cockpit) 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.

**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

## Required Tools
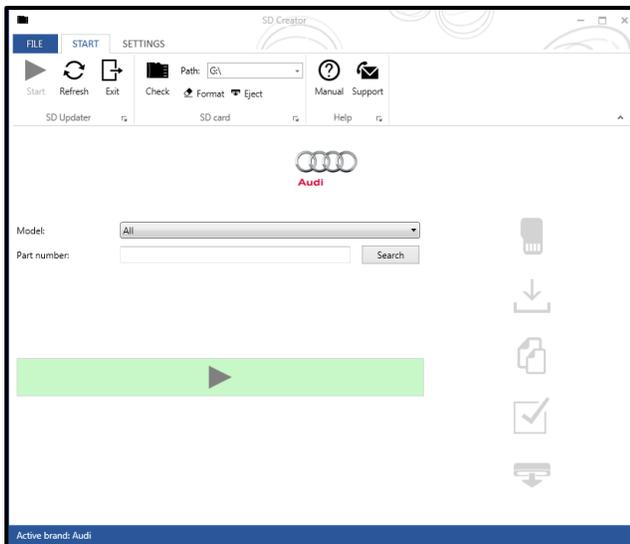


Battery Tester/Charger

-VAS5908-

(or equivalent charger with a current rating of at least 90A)



Diagnostic Tester

-VAS6150X/VAS6160X-

(or equivalent)

## Required USB Drive





- The required software will have to be downloaded onto a USB drive using the SD Creator program or Flash Media Center.

> ℹ️ **TIP**
>
> See ODIS Service communication AOS-25-14 for more information about the Flash Media Center for use with the D3 Edgebox.

- **Reference the latest version of TSB 2047812 (USA), for additional information on the use of the SD Creator program.**

- Minimum size of USB drive = 4 GB

- <span style="color:red">**Do not use USB drives over 32GB. If a USB drive larger than 32GB is used, the vehicle may not load the software update.**</span>
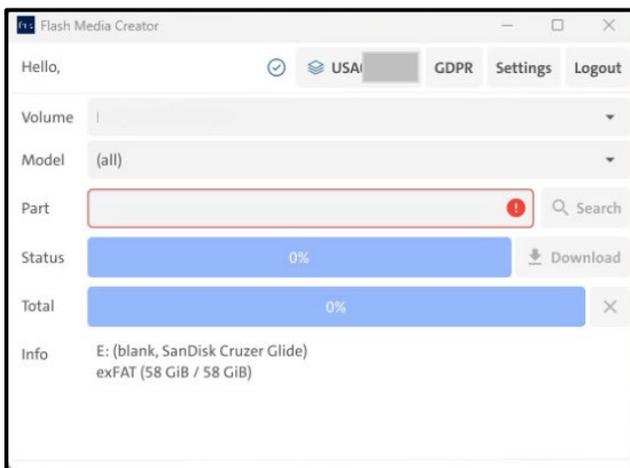
> ⓘ **NOTE**
>
> - The required USB drives cannot be ordered via the parts ordering system, they must be created using the SD Creator program.
> - The required USB drive is a servicing material. Therefore, the cost of the USB drive will not be reimbursed.
> - The USB drive can be used for future software updates.
> - Do not use an adapter.

| SD Card Creator Part Number |
|:---:|
| 8W6.906.961.AE |

## Repair Instruction

### Section A - Check for Previous Repair



- 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).

**Proceed to Section B**

> **⊘ NOTE**
>
> - 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.
>
> - Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.

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## Section B – Check Virtual Cluster

> **⚠ IMPORTANT**
>
> - If the cluster does not operate, follow normal diagnosis procedures.
>
> - Coverage of diagnosis and any repairs necessary must be accounted for outside of this campaign.
>
> - After the replacement of the cluster, the instructions to check the hardware version and possibly update the software must still be carried out.

J285 - Identification

Instrument cluster - identification

**Identification data readout:**

- SW version: 0055
- HW version: H24
- HW version: 4N0920890F
- VW/Audi part number: 4N0920890F
- ASAM/ODX file designation: EV_DashBoardAU65X
- ASAM/ODX file version: 002025

End with Complete/Continue

- Connect battery maintainer.

- Perform a diagnostic scan.

- Check the hardware version of the virtual cluster (DA 0017).

- If the hardware version = **H26**:
    - o The cluster is OK
    - o Exit GFF and send the diagnostic protocol online
    - o Proceed to Section D

- If the hardware version = **H24**:
    - o The cluster requires the software update
    - o Proceed to Section C

## Section C – Virtual Cluster Software Update

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### ⓘ 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.

- ✓ **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.

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### ⓘ 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.

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### ⚠ 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!

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> ⚠ **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.

- 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.

- Turn on the hazards.

- Continue using operating mode, DIAGNOSIS.

    o Communication path = CAN

- Select "SVM – Code Input".

- Enter SVM code **90VCA594** and follow the on screen prompts.

- Install the USB drive with virtual part number 8W6.906.961.AE when prompted.

- Ensure the diagnostic log is sent to GFF Paperless after completion.
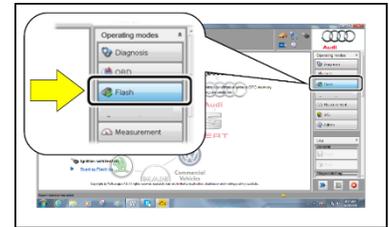


**Proceed to Section D**

> ⚠ **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 D – Campaign 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 (item# AUD4927ENG or AUD4927FRE).