

Compliance Recall

Code: 90XM



| Subject | Rearview Camera | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-------------------------------|---|-------------------|---------|---------------|--|---------|----------------------|-------------------|---------|---------------|------------|--------------------------|------|----|-----|------------|----------------------|------|-----|----|-----|------|------|----|----|-----|------|------|-----|---|
| Document History | <table border="1"> <thead> <tr> <th style="background-color: #c00000; color: white;">Date</th> <th colspan="4" style="background-color: #c00000; color: white;">Summary</th> </tr> </thead> <tbody> <tr> <td>08/06/2025</td> <td colspan="4">Updated labor operations</td> </tr> <tr> <td>04/18/2025</td> <td colspan="4">Original publication</td> </tr> </tbody> </table> | | | | | Date | Summary | | | | 08/06/2025 | Updated labor operations | | | | 04/18/2025 | Original publication | | | | | | | | | | | | | |
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| 08/06/2025 | Updated labor operations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 04/18/2025 | Original publication | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Affected Vehicles | <table border="1"> <thead> <tr> <th style="background-color: #c00000; color: white;">Country</th> <th style="background-color: #c00000; color: white;">Beginning Model Year</th> <th style="background-color: #c00000; color: white;">Ending Model Year</th> <th style="background-color: #c00000; color: white;">Vehicle</th> <th style="background-color: #c00000; color: white;">Vehicle Count</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2025</td> <td>2025</td> <td>Q6</td> <td>280</td> </tr> <tr> <td>USA</td> <td>2025</td> <td>2025</td> <td>SQ6</td> <td>33</td> </tr> <tr> <td>CAN</td> <td>2025</td> <td>2025</td> <td>Q6</td> <td>50</td> </tr> <tr> <td>CAN</td> <td>2025</td> <td>2025</td> <td>SQ6</td> <td>8</td> </tr> </tbody> </table> | | | | | Country | Beginning Model Year | Ending Model Year | Vehicle | Vehicle Count | USA | 2025 | 2025 | Q6 | 280 | USA | 2025 | 2025 | SQ6 | 33 | CAN | 2025 | 2025 | Q6 | 50 | CAN | 2025 | 2025 | SQ6 | 8 |
| Country | Beginning Model Year | Ending Model Year | Vehicle | Vehicle Count | | | | | | | | | | | | | | | | | | | | | | | | | | |
| USA | 2025 | 2025 | Q6 | 280 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| USA | 2025 | 2025 | SQ6 | 33 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CAN | 2025 | 2025 | Q6 | 50 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CAN | 2025 | 2025 | SQ6 | 8 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <p>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 <u>only</u> valid campaign inquiry & verification source.</p> <ul style="list-style-type: none"> ✓ 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. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Precautions: | Should the rearview camera image appear blurred or unclear, owners are advised to contact an authorized Audi dealer to have the vehicle diagnosed. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Corrective Action | Replace the affected rearview camera. 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. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Code Visibility | On April 11, 2025, the campaign code was applied to affected vehicles. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Owner Notification | Owner notification took place in May 2025. Owner letter examples are included in this bulletin for your reference. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Additional Information | <p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><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.</p> <p><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.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before</u> delivery to consumers.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Parts Information

| Criteria / Camera Pos. | Quantity | Part Number | P.O.C. Part Description | Ordering Method |
|------------------------|-------------------------|---------------|-------------------------|---|
| 01, 02, 03, or 04 | 1 per assigned criteria | 85E-980-551-B | CAMERA | Reference POC comments individually by part number, or in the POC Campaign List |

Initial Allocation:
NO

There will be no parts allocation.

NOTE

Your dealer's Estimated Remaining Repairs by campaign can be found in Parts on Command. Click on "View Campaign List" and review the Estimated Remaining Repairs column.

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 | 90XM |
| Damage Code | 0099 |
| Parts Vendor Code | 002 |
| Claim Type | Sold vehicle: 7 10 Unsold vehicle: 7 90 |
| Causal Indicator | Mark CAMERA* as causal part |
| Vehicle Wash/Loaner | Do not claim wash/loaner under this action |

**Vehicles may have more than one criteria.
Complete and claim all applicable criteria on one claim.**

Overview of criteria:

01 = Replace rear peripheral camera

02 = Replace front peripheral camera

03 = Replace passenger side exterior mirror peripheral camera

04 = Replace driver side exterior mirror peripheral camera

Vehicles may have more than one criteria. Enter all labor operations for each criteria assigned to the VIN being worked on. The camera quantity will be one per assigned criteria.

Continued on next page

| LABOR | | | |
|---|-----------------|------------------------------------|--|
| Criteria | Labor Op | Time Units | Description |
| 01 (rear camera) | 7092 20 00 | SEE ELSA | 4 Tailgate trim panel remove+reinstall |
| | 9083 19 53 | SEE ELSA | Overhead view camera remove+reinstall |
| 02 (front camera) | 9083 19 00 | SEE ELSA | Overhead view camera remove+reinstall |
| 03 (passenger side camera) | 9083 19 52 | SEE ELSA | Overhead view camera remove+reinstall |
| | 6678 19 50 | SEE ELSA | Mirror glass remove+reinstall |
| 04 (driver side camera) | 9083 19 51 | SEE ELSA | Overhead view camera remove+reinstall |
| | 6678 19 50 | SEE ELSA | Mirror glass remove+reinstall |
| ALL | 9083 15 50 | SEE ELSA | Overhead view camera adjust |
| | 0150 00 60 | Time stated on diagnostic protocol | GFF/Guided functions |
| | 2706 89 50 | SEE ELSA | Battery charge |
| PARTS | | | |
| Criteria | Quantity | Part Number | Description |
| ALL (claim one part per assigned criteria) | Up to 3.00 | 85E980551B | CAMERA* |

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: 25V225

Subject: Compliance Recall 90XM – Rearview Camera

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.
- 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: 2025-184

Subject: Compliance Recall 90XM – Rearview Camera

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 issue with the rearview camera may cause a blurry and/or unclear image on the central display. This is non-compliant with the requirements of Canada Motor Vehicle Safety Standard (CMVSS) 111 - Mirrors and Rear Visibility Systems. 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.

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 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

| Criteria | Repair Description |
|----------|--|
| 01 | Replace rear peripheral camera |
| 02 | Replace front peripheral camera |
| 03 | Replace passenger side exterior mirror peripheral camera |
| 04 | Replace driver side exterior mirror peripheral camera |

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

| | |
|--|---|
|  <p>Battery Charger (Max. 105Amp) -VAS5908KIT-</p> |  <p>Diagnostic Tester -VAS6150X/6160X- (or equivalent)</p> |
|  <p>Removal Wedge -T40233- (or equivalent, front and rear cameras only)</p> |  <p>Body Socket -T40078- (or equivalent, rear camera only)</p> |
|  <p>Omega Clip Tool -T40280- (or equivalent, rear camera only)</p> |  <p>Suction Cup -3208- (or equivalent, exterior mirror cameras only)</p> |
|  <p>Calibration System -VAS721001-</p> |  <p>Wedge -T10357- (or equivalent, rear camera only)</p> |

Repair Instruction

Section A - Check for Previous Repair

| Applicable criteria ID(s) | Campaign/Action Status |
|---------------------------|------------------------|
| 01 | Open |

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.

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

EXAMPLE

CRITICAL REPAIR STEP



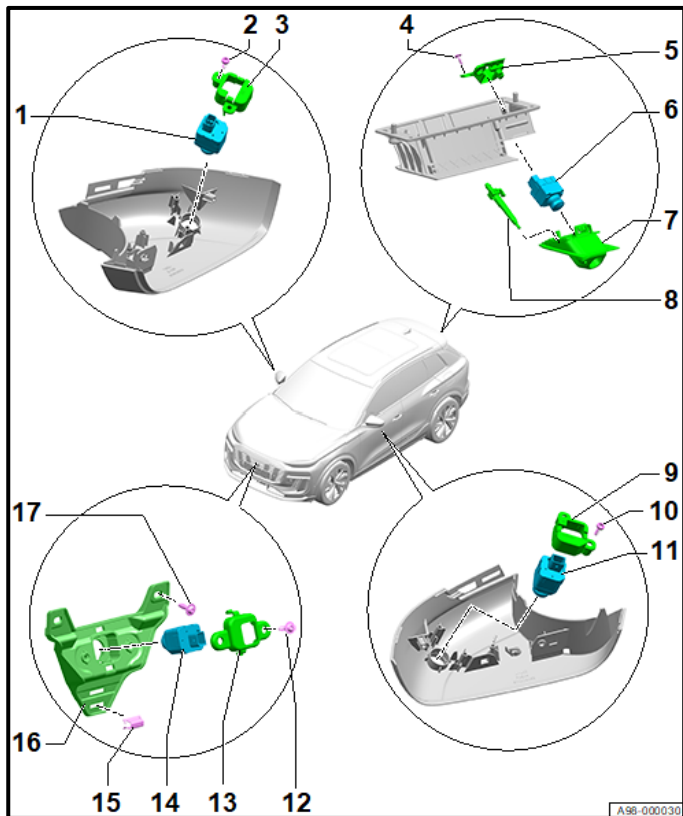
All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

NOTE

Vehicles may be assigned multiple criteria. The criteria assigned to the vehicle designates which camera(s) requires replacement. For example: a vehicle assigned criteria 01 and 04 requires replacement of the rear-view camera and the driver side exterior mirror camera.

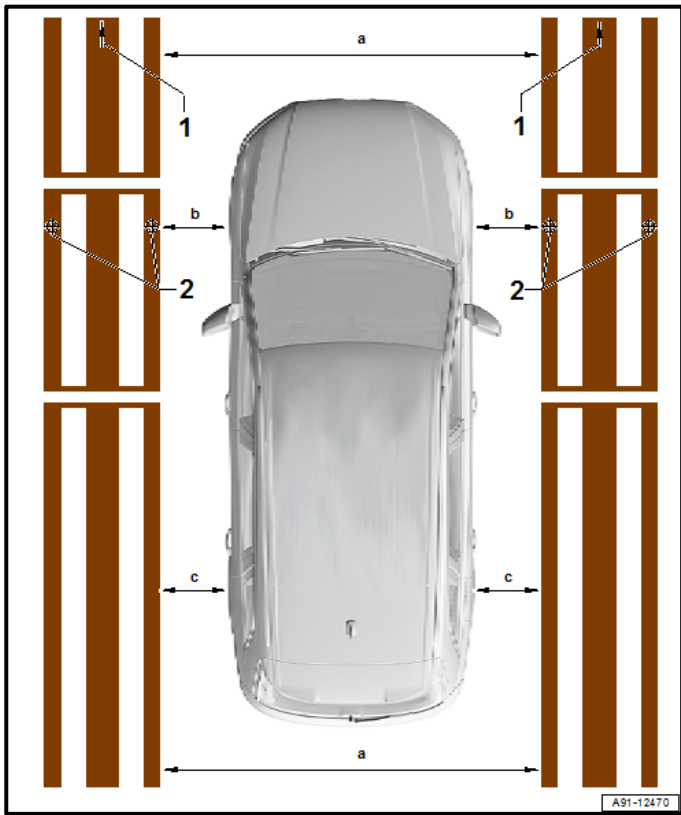
| Criteria | Repair Description | Work Instruction Section |
|----------|--|--|
| 01 | Replace rear peripheral camera | All criteria combinations: Proceed to Section B |
| 02 | Replace front peripheral camera | |
| 03 | Replace passenger side exterior mirror peripheral camera | |
| 04 | Replace driver side exterior mirror peripheral camera | |

Section B – Repair Procedure



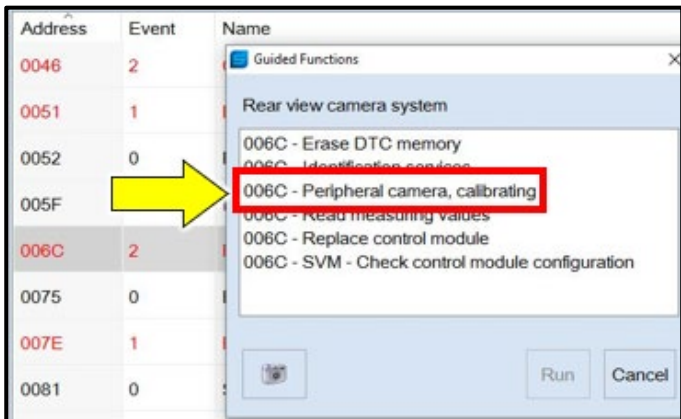
Replace the affected peripheral camera based on assigned criteria:

- **Criteria 01** – Replace the rear peripheral camera per the ELSA repair manual:
 - *Repair manual > Electrical System > Driver Assistance Systems > 98 Assistance Systems > Sensors and Control Modules > Rear Peripheral Camera R246, Removing and Installing.*
- **Criteria 02** – Replace the front peripheral camera per the ELSA repair manual:
 - *Repair manual > Electrical System > Driver Assistance Systems > 98 Assistance Systems > Sensors and Control Modules > Front Peripheral Camera R243, Removing and Installing.*
- **Criteria 03** – Replace the passenger side exterior mirror peripheral camera:
 - *Repair manual > Electrical System > Driver Assistance Systems > 98 Assistance Systems > Sensors and Control Modules > Left/Right Peripheral Camera R244/R245, Removing and Installing.*
- **Criteria 04** – Replace the driver side exterior mirror peripheral camera:
 - *Repair manual > Electrical System > Driver Assistance Systems > 98 Assistance Systems > Sensors and Control Modules > Left/Right Peripheral Camera R244/R245, Removing and Installing.*



Calibrate the peripheral camera system:

- Calibrate the peripheral camera system per the ELSA repair manual:
 - *Repair manual > Electrical System > Driver Assistance Systems > 98 Assistance Systems > Peripheral Camera > Peripheral Camera, Calibrating.*



- Connect the battery charger.
- Scan the vehicle using GFF.
- Under Guided Functions of DA 006C, perform the test plan for calibrating the camera system:
 - *Select DA 006C > Guided Functions > 006C – Peripheral camera, calibrating.*
- Follow the on-screen prompts.
- Send the diagnostic protocol online when exiting ODIS.

Proceed to Section C

Section C – 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 D

Section D - 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.