

Compliance Recall

Code: 916C



Subject	Rearview Camera Software																								
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>05/08/2025</td> <td colspan="4">Original publication</td> </tr> </tbody> </table>					Date	Summary				05/08/2025	Original publication													
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CAN	2025	2025	Q6	19																					
	<p><i>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.</i></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:	Under certain circumstances, the rearview camera can fail to wake-up from stand-by mode when the parking systems are activated. This is non-compliant with regulatory requirements. A rearview camera with a delayed or deactivated image reduces the driver's view of what is behind the vehicle, increasing the risk of a crash.																								
Precautions:	In some (but not all) cases a white warning message appears should there be a camera malfunction. Regardless of this, however, the malfunction is immediately apparent due to a missing camera image. Owners with vehicle concerns are advised to contact an authorized Audi dealer to have the vehicle diagnosed.																								
Corrective Action	Reprogram the rearview camera control unit with a revised data set.																								
Code Visibility	On April 11, 2025, the campaign code was applied to affected vehicles.																								
Owner Notification	Owner notification will take 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 delivery to consumers.</u></p>																								

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	916C		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 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		
	LABOR		
	Labor Op	Time Units	Description
	0151 00 40	50	Connect vehicle diagnostic tester, perform flashing procedure Includes bus sleep cycles, adaptation drives and additional work
	2706 89 50	10	Battery charge
	<i>NOTE: Add the following labor operation ONLY if flash errors occurred:</i>		
	0150 99 99	Time stated on diagnostic protocol	*Additional work in the event the flash process was interrupted due to a flash error
	<p><i>*If the flash routine is interrupted one or more times and this results in additional work for the person performing the routine, this can be billed for as part of the claim for the campaign.</i></p> <p><i>For this purpose, the work sequence described in the campaign instructions must be followed and the individual notes and preparations must be complied with.</i></p> <p><i>The diagnostic log(s) must always be uploaded.</i></p> <p><i>As additional evidence, a short description of the problem relating to the interruption must be provided in the SAGA comment field.</i></p>		

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: 25V226

Subject: Compliance Recall 916C – Rearview Camera 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 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?

Under certain circumstances, the rearview camera can fail to wake-up from stand-by mode when the parking systems are activated. This is non-compliant with regulatory requirements. A rearview camera with a delayed or deactivated image reduces the driver's view of what is behind the vehicle, increasing the risk of a crash.

What will we do?

To correct this noncompliance, your authorized Audi dealer will reprogram the rearview camera control unit with a revised data set. 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:

In some (but not all) cases a white warning message appears should there be a camera malfunction. Regardless of this, however, the malfunction is immediately apparent due to a missing camera image. Owners with vehicle concerns 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: 2025-185

Subject: Compliance Recall 916C – Rearview Camera 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 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?

Under certain circumstances, the rearview camera can fail to wake-up from stand-by mode when the parking systems are activated. This is non-compliant with the requirements of Canada Motor Vehicle Safety Standard (CMVSS) 111 - Mirrors and Rear Visibility Systems. A rearview camera with a delayed or deactivated image reduces the driver's view of what is behind the vehicle, increasing the risk of a crash.

What will we do?

To correct this noncompliance, your authorized Audi dealer will reprogram the rearview camera control unit with a revised data set. 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:

In some (but not all) cases a white warning message appears should there be a camera malfunction. Regardless of this, however, the malfunction is immediately apparent due to a missing camera image. Owners with vehicle concerns 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

Required Tools



Battery Tester/Charger
-VAS5908-
(or equivalent charger with
a current rating of at least
90A)



Diagnostic Tester
-VAS6150X/VAS6160X-
(or equivalent)

Repair Instruction

Section A - Check for Previous Repair

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

EXAMPLE

Campaign/Action	Start	Designation
	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



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.

Section B – Rear 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 Firewall settings are configured properly:**
 - Refer to the latest version of “VAS Diagnostic Device Firewall Settings” 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 Wi-Fi.

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.

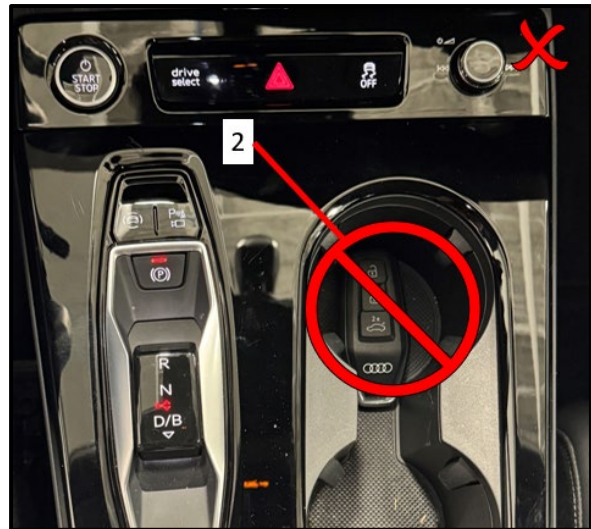
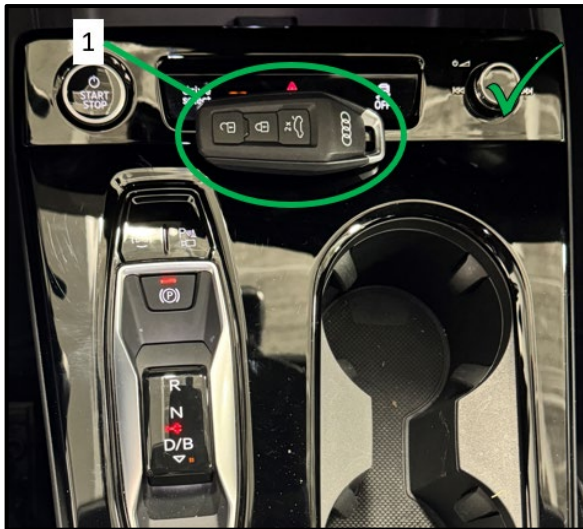
⚠ IMPORTANT

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.

⚠ CRITICAL REPAIR STEP

STOP! STOP!

Only one vehicle key is permitted inside the vehicle during the software update. The key must be positioned on the hazard warning light switch <1> and not in the cupholder <2>.



CRITICAL REPAIR STEP

 **STOP!** 

- Record the customer's current privacy mode (mobile data) settings for use after the software update.
- Turn on privacy mode by switching the mobile data off in the HMI:
 - *Home Screen Menu > Settings > Privacy settings > switch off mobile data.*
- Please inform the customer that privacy mode is deactivated and may need to be reactivated.
- In isolated cases, the existing key user may be deleted at the end of the software update. In such cases, please inform the customer that the key user needs to be added again; the username and password are required for this purpose.

CRITICAL REPAIR STEPS

 **STOP!** 

Before starting programming, it is essential to perform the following actions for the -VAS5908- battery charger.



Switch it off and back on again. The battery charger's default setting will switch the charger off automatically after a period of time if it is not switched off and back on.

The battery charger's display must have switched off before it is restarted.

Operate it in charging mode.

Set it to a charging voltage of **14.8 Volt** (access code 6161 may be necessary or activate DIAG+ mode by pressing and holding the select button if the charger has not been connected to the battery or has not been started). Refer to the battery charger owner's manual for further information. **DO NOT** change any settings that will damage the charger or the vehicle.

If the software update is performed with an insufficient charging voltage, damage to one or more control units may occur.

After the software update has been performed, the battery charger must be restored to the original voltage value.

 **CRITICAL REPAIR STEP**



When flashing the Q6 e-Tron and all future Audi models, ensure that port 8080 on your diagnostic device is enabled for incoming TCP connections. Please contact your local IT administrator as needed. If there are any support-related queries, please contact ODIS service support. The relevant firewall settings can be found in the table below.

See communication in Elsa2Go Service References: Diagnostic Device Hardware & Windows®, Number: AHW-24-09 / Subject: VAS Diagnostic Device Firewall Settings / Date: December 18, 2024.

Configuration:	Communication between ODIS service and TCP port 8080
Direction:	Inbound
Firewall profile:	Private network
Program path to be released:	All programs
Protocols & ports:	TCP/Local port/8080
Local IP address:	Any IP address
Remote IP address:	192.168.13.69, 192.168.13.100-192.168.13.254

Step 1 – Establish Flash Preconditions

IMPORTANT!

PAY CLOSE ATTENTION TO THE PRECONDITIONS LISTED BELOW. ENSURE THAT ALL OF THE PRECONDITIONS ARE MET PRIOR TO STARTING THE FLASH. FAILURE TO ESTABLISH THESE PRECONDITIONS CAN LEAD TO FLASH FAILURE.

- The driver door must remain open for the duration of the flashing procedure.
- Before entering the SVM code, check if the current date/time is displayed in the vehicle. If it is not, move the vehicle to a location where there is GPS reception, or set the date and time manually. If the current date/time is not displayed, the software update will not be possible, or it will be aborted.
- Activate privacy mode by switching the mobile data off:
 - *Home screen menu > Settings > Privacy settings > Switch Mobile Data Off.*
 - Advise customer that privacy mode has been deactivated and may need to be reactivated.
 - See Appendix A for specific HMI paths.
- Switch off the background lighting (if equipped) in the HMI to prevent negative interference:
 - *Home screen menu > Vehicle > Lights > Interior lighting > Select the "off" tab at the lower right area of the screen.*
 - See Appendix A for specific HMI paths.
- Only one vehicle key is permitted inside the vehicle during the software update. The key must be positioned on the hazard warning light switch and not in the cupholder.
- The sunroof (if equipped) must be in the closed position.
- Switch off all consumers, air conditioning, heater blower motor, lights, heated seats, etc.
- Connect the -VAS5908- battery charger.
- Ensure the latest version of ODIS is downloaded.
- Dealership's internet firewall settings must meet the requirements specified above.
- Ensure diagnostic head is connected to ODIS tester via USB cable.
- Move selector lever to P.
- No additional/other work may be performed on the vehicle for the entire duration of the update.
- Proceed to Step 2 once the preconditions have been met.

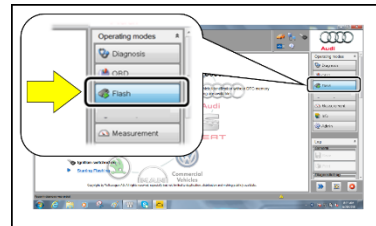
Step 2 – Perform SVM via Flash + DoIP

⚠ IMPORTANT!

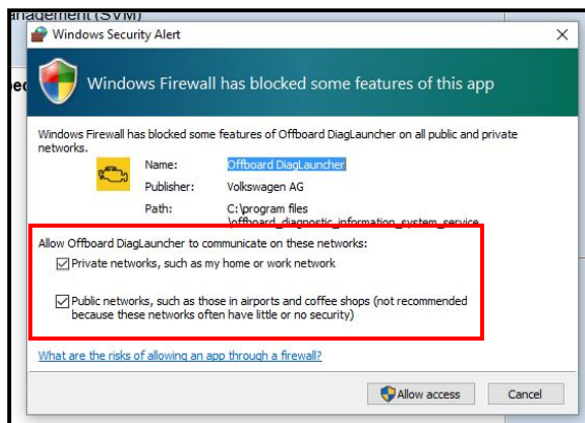
The SVM progress bar may remain at 0% for up to 15 minutes before advancing. This is normal and not an indication of a failed attempt.

⚠ WARNING!

Irreparable damage may occur if the background lighting (if equipped) is not deactivated prior to starting the software update.



- **Ensure charger is set to charging voltage of 14.8V; voltage shown in ODIS must be over 14V.**
- Use operating mode, FLASH.
 - Communication path = DoIP
- Select “SVM – Code Input”.
- Enter SVM code **BLQ6281101KUL** and follow the on-screen prompts.
- In the event of a failure and/or interruption during the SVM:
 - Finish the current test plan.
 - Verify all preconditions are met.
 - Review troubleshooting steps in Appendix B.
 - Perform the SVM again.
- If the SVM fails after the second attempt:
 - Send the diagnostic protocol online.
 - Submit an ODIS feedback.
 - **Do not perform the SVM again or attempt any other repairs.**
 - Create a TAC web ticket for further assistance.
- Switch the ignition off and on again after performing the update (before exiting the flash program).
- Ensure the diagnostic log is sent to GFF Paperless when exiting the flash program.



⚠ NOTE

If the Windows Firewall popup appears, ALL network options should be checked. Failure to do so could cause the update to fail.

- Perform a bus sleep cycle for at least 5 minutes:
 - Switch off the ignition.
 - Remove diagnosis interface from the vehicle diagnosis connection.
 - Remove battery charger from the 12V battery.
 - Close front and rear lid as well as all doors.
 - Lock vehicle.
 - Move vehicle key (remote control) at least 20 meters away from the vehicle.
 - Wait at least 5 minutes until the vehicle is in bus silence.
 - Then unlock vehicle again.
 - Connect and switch on battery charger.
 - Insert diagnosis interface on vehicle diagnosis connection.
 - Switch on the ignition.
 - Place a vehicle key (remote control) on the hazard switch located on top of the center console and not in the cupholder.
- Proceed to Step 3 once the bus sleep procedure is complete.

Step 3 – Post Flash Procedures

- Perform a road test/calibration drive at a speed above 25 mph (40 km/h).
- Scan the vehicle using GFF.
- Erase the entire event memory.
- If equipped, initialize the sunroof and sunshade using Guided Functions of DA 00CA.
 - Sunshade: *DA 00CA > Guided Functions > V758 – Sunshade motor – No basic setting.*
 - Sunroof Motor: *DA 00CA > Guided Functions > V1 – Sunroof Motor – No basic setting.*
- Check and adjust the tire pressures. Initialize the TPMS system via the HMI.
 - *Home screen menu > Vehicle > Service > Store Tire Pressure.*
 - See Appendix A for specific HMI paths.
- Deactivate privacy mode (if applicable).
- Reactivate background lighting (if applicable).
- Activate the driver assist functions that are switched off during the flash:
 - *Home screen menu > Vehicle > Driver Assistance > Warnings > Fatigue warning.*
 - *Home screen menu > Vehicle > Driver Assistance > Warnings > Distraction warning.*
 - See Appendix A for specific HMI paths.



CAUTION

When performing this road test, the vehicle may momentarily lose acceleration when the three-phase drive calibrates. Ensure the road test is performed in a safe manner.

Proceed to Section C

Section C – 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: _____

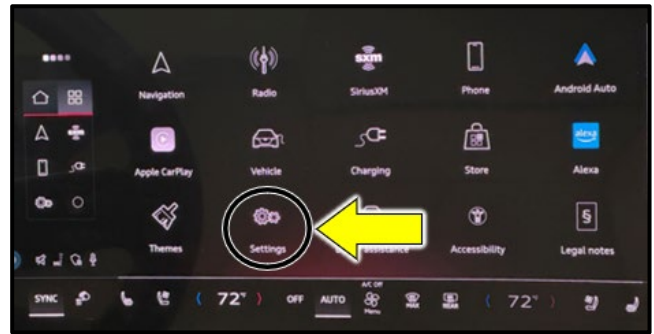
Item # AUD4927FRE

- 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).

Appendix A – HMI Paths

Privacy Mode Activation:

- Select the “Settings” icon <arrow> from the home screen menu.



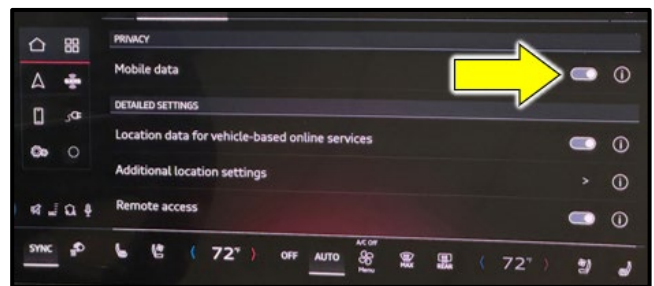
- Select “Privacy settings” <arrow>.



- Turn Mobile data off using the slider <arrow>.

NOTE

The slider pictured <arrow> is in the “on” position.

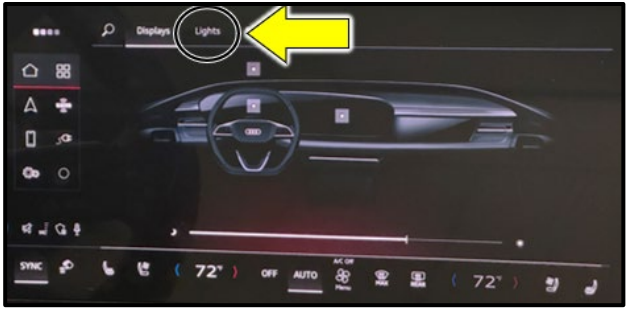


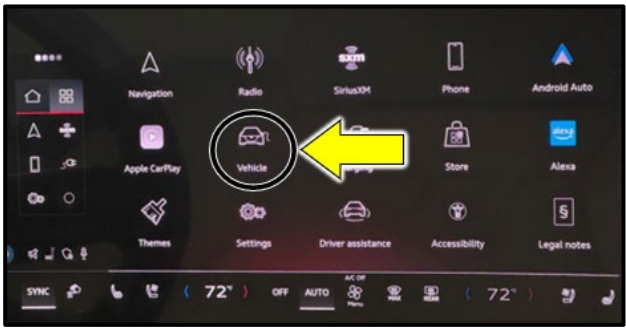
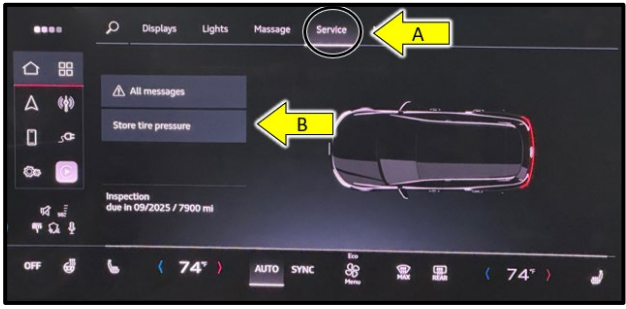


Background Lighting Deactivation:

- Select the “Vehicle” icon <arrow> from the home screen menu.



Continued on next page

<ul style="list-style-type: none"> • Select “Lights” <arrow>. 	
<ul style="list-style-type: none"> • Select “Interior lighting” <arrow>. 	
<ul style="list-style-type: none"> • Turn the background lighting off by using the “OFF” button <arrow>. 	
<p>Storing TPMS settings:</p> <ul style="list-style-type: none"> • Select the “Vehicle” icon <arrow> from the home screen menu. 	
<ul style="list-style-type: none"> • Select “Service” <arrow A> • Select “Store tire pressure” <arrow B> 	

Continued on next page

Driver Assist Feature Reactivation:

- Select the “Driver assistance” icon <arrow> from the home screen menu.



- Select the “Warnings” tab <arrow A>.
- Turn on the “Fatigue warning” and “Distraction warning” <arrow B> using the sliders.



Appendix B – Troubleshooting Tips

If an error occurs and code 8060 or 8096 is displayed, and NO specific control module is mentioned in the error description:

- Perform a 15-20 minute bus sleep and then reattempt the flash.

If an error occurs and code 8060 or 8096 is displayed, and a specific control module IS mentioned in the error description:

- Remove the fuse for the module mentioned for 10 seconds, then reinstall the fuse.
- Perform a 15-20 minute bus sleep and then reattempt the flash.

Example of error message:

