

Compliance Recall

Code: 90TV



Subject
Document History

Rearview Camera Software

Date	Summary
12/23/2025	Original publication

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2020	2026	A6 ALLROAD	5,526
USA	2019	2025	A6 SEDAN	45,175
USA	2019	2025	A7	11,449
USA	2019	2026	A8	12,221
USA	2022	2026	E-TRON GT	3,859
USA	2019	2024	E-TRON QUATTRO	37,075
USA	2020	2024	E-TRON SPORTBACK QUATTRO	10,192
USA	2020	2026	Q7	120,598
USA	2019	2026	Q8	60,712
USA	2022	2026	RS E-TRON GT	3,222
USA	2021	2026	RS6 AVANT	6,425
USA	2021	2026	RS7	4,403
USA	2020	2026	RSQ8	7,680
USA	2020	2025	S6 SEDAN	2,904
USA	2020	2025	S7	2,570
USA	2020	2026	S8	3,003
USA	2020	2026	SQ7	8,052
USA	2020	2026	SQ8	11,586
CAN	2020	2026	A6 ALLROAD	546
CAN	2019	2025	A6 SEDAN	1,112
CAN	2019	2025	A7	1,025
CAN	2019	2026	A8	496
CAN	2022	2026	E-TRON GT	433
CAN	2019	2024	E-TRON QUATTRO	2,570
CAN	2020	2024	E-TRON SPORTBACK QUATTRO	1,462
CAN	2020	2026	Q7	7,332
CAN	2019	2026	Q8	7,532
CAN	2022	2026	RS E-TRON GT	220
CAN	2021	2026	RS6 AVANT	2,087
CAN	2021	2026	RS7	610

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2025 Audi of America, Inc. and Audi Canada. All Rights Reserved.

CAN	2020	2026	RSQ8	1,515
CAN	2020	2025	S6 SEDAN	261
CAN	2020	2025	S7	297
CAN	2020	2025	S8	189
CAN	2020	2026	SQ7	1,156
CAN	2020	2026	SQ8	1,425

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 In certain situations, a software issue may prevent the rearview camera image from displaying. A rearview camera image that does not display decreases the driver's visibility, increasing the risk of a crash.

Corrective Action Perform a software update.

Precautions If the recall issue occurs, the driver will notice the rearview camera image is not displayed when reversing. Owners who may experience this issue are advised to use extra caution when reversing and should contact an authorized Audi dealer without delay to have the vehicle diagnosed.

Code Visibility On or about December 23, 2025, the campaign code will be applied to affected vehicles.

Owner Notification Owner notification will take place in January 2026. 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

USA Dealers - 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.

Canada Dealers – New Vehicles in Dealer Inventory: Dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

All Dealers - 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.

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	90TV		
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 or 02 or 03		
	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>)
	<p><i>NOTE – CRITERIA 01 VEHICLES ONLY: the software update is performed using more than one flash session, therefore the multiple GFF logs can be added together. Ensure the GFF logs are added together correctly. For example, two logs from the same session are not allowed. The GFF paperless log IDs should be documented in the claim comments. Claims and GFF logs may be audited to ensure that the actual GFF log time is being claimed.</i></p>		
	0689 01 99	10	Perform bus sleep cycle
Criteria I.D.	04		
	REPAIR IS NOT YET AVAILABLE		

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: INSERT NHTSA NUMBER

Subject: Compliance Recall 90TV – 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 2019-2026 model year Audi vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 111, Rear Visibility. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

In certain situations, a software issue may prevent the rearview camera image from displaying. A rearview camera image that does not display decreases the driver's visibility, increasing the risk of a crash.

What will we do?

To correct this noncompliance, your authorized Audi dealer will perform a software update. This work will take about half a day 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 issue occurs, the driver will notice the rearview camera image is not displayed when reversing. Owners who may experience this issue are advised to use extra caution when reversing and should contact an authorized Audi dealer without delay 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).
- If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

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: 2025-713

Subject: Compliance Recall 90TV – 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?

In certain situations, a software issue may prevent the rearview camera image from displaying. This is non-compliant with Canada Motor Vehicle Safety Standard (CMVSS) 111, Mirrors and Rear Visibility Systems. A rearview camera image that does not display decreases the driver's visibility, increasing the risk of a crash.

What will we do?

To correct this noncompliance, your authorized Audi dealer will perform a software update. This work will take about half a day 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 issue occurs, the driver will notice the rearview camera image is not displayed when reversing. Owners who may experience this issue are advised to use extra caution when reversing and should contact an authorized Audi dealer without delay 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.
- If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

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
100A)



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
← 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



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 – Software Update Instructions

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.

 **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.

NOTE

Due to the number of criteria and variations found in the 90TV, the table below with hyperlinks has been provided to aid in navigating the circular. Please refer to ELSA to find out which criteria are assigned to the vehicle being worked on and navigate to the appropriate section for repair information.

Assigned Criteria / Repair Instruction Section

Criteria 01	Software of diagnostic address 00A5, multiple variants available
Criteria 02	Software of diagnostic address 00A5
Criteria 03	Software of diagnostic address 00A5
Criteria 04	REPAIR NOT YET AVAILABLE

CRITERIA 01 INSTRUCTIONS:

- 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
- Check the software version of DA 00A5

IMPORTANT!

There are 3 different variants available for Criteria 01. The software version of diagnostic address 00A5 determines which variant should be used. Confirm which criteria is open on the vehicle in ELSA and which variant to use before starting the flash! Review the information in the table below for sub-section navigation and select the appropriate hyperlink.

Criteria 01 Variant Navigation		
Variant 01	Software of diagnostic address 00A5 is less than 0365 and not equal to 0352	Proceed to Sub-Section 1
Variant 02	Software of diagnostic address 00A5 equals 0352	Proceed to Sub-Section 2
Variant 03	Software of diagnostic address 00A5 equals 0365	Proceed to Sub-Section 3

Sub-Section 1: Criteria 01, Variant 01

Software of diagnostic address 00A5 is **less than 0365** and **not equal to 0352**

STEP 1: Bootloader update of the driver assistance system control unit -J1121-

- Use operating mode, FLASH.
- Select “SVM – Code Input”.
- Enter SVM code **FASISKD4A001** and follow the on-screen prompts.
- Exit the FLASH program and ensure the diagnostic log is sent to GFF Paperless after completion.

IMPORTANT

The flash session must be exited before continuing to Step 2. If the flash session is not exited, the next SVM codes won't be able to be performed successfully.

STEP 2: Software update of control units

- Use operating mode, FLASH.
- Select “SVM – Code Input”.
- Enter SVM code **FASISKD4A003** and follow the on-screen prompts.

STEP 3: Software update of driver assistance control units

- Use operating mode, FLASH.
 - Communication path = **DoIP**
- Select “SVM – Code Input”.
- Enter SVM code **FASISKD4PA002** and follow the on-screen prompts
- Exit the FLASH program and ensure the diagnostic log is sent to GFF Paperless after completion.

STEP 4: Perform bus sleep

- Switch off the ignition
- Remove the charger and diagnostic interface from the vehicle
- Close all lids and doors
- Lock the vehicle and place the key(s) away from the vehicle
- Allow the vehicle to remain in this state for 6 minutes

NOTE

Fault entry “U110100: Component protection active (active/static)” will store in the control unit for driver assistance systems -J1121- (DA 00A5) after the software update has been completed. This fault cannot be cleared and can be considered a ghost fault. The fault entry does not result in any functional limitations or warning messages in the instrument cluster.

Proceed to Section C

Sub-Section 2: Criteria 01, Variant 02

Software of diagnostic address 00A5 equals 0352

STEP 1: Software update of control units

- Use operating mode, FLASH.
- Select "SVM – Code Input".
- Enter SVM code **FASISKD5A001** and follow the on-screen prompts.

STEP 2: Software update of driver assistance control units

- Use operating mode, FLASH.
 - Communication path = **DoIP**
- Select "SVM – Code Input".
- Enter SVM code **FASISKD4PA002** and follow the on-screen prompts
- Exit the FLASH program and ensure the diagnostic log is sent to GFF Paperless after completion.

STEP 3: Perform bus sleep

- Switch off the ignition
- Remove the charger and diagnostic interface from the vehicle
- Close all lids and doors
- Lock the vehicle and place the key(s) away from the vehicle
- Allow the vehicle to remain in this state for 6 minutes

Proceed to Section C

Sub-Section 3: Criteria 01, Variant 03

Software of diagnostic address 00A5 equals 0365

STEP 1: Software update of driver assistance control units

- Use operating mode, FLASH.
 - Communication path = **DoIP**
- Select "SVM – Code Input".
- Enter SVM code **FASISKD4PA002** and follow the on-screen prompts
- Exit the FLASH program and ensure the diagnostic log is sent to GFF Paperless after completion.

STEP 2: Perform bus sleep

- Switch off the ignition
- Remove the charger and diagnostic interface from the vehicle
- Close all lids and doors
- Lock the vehicle and place the key(s) away from the vehicle
- Allow the vehicle to remain in this state for 6 minutes

Proceed to Section C

CRITERIA 02 INSTRUCTIONS:

Confirm which criteria are open on the vehicle in ELSA before starting the flash!

STEP 1: Software update of driver assistance control units

- 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 = **DoIP**
- Select "SVM – Code Input".
- Enter SVM code **FASISKD6A003** and follow the on-screen prompts
- Exit the FLASH program and ensure the diagnostic log is sent to GFF Paperless after completion

STEP 2: Perform bus sleep

- Switch off the ignition
- Remove the charger and diagnostic interface from the vehicle
- Close all lids and doors
- Lock the vehicle and place the key(s) away from the vehicle
- Allow the vehicle to remain in this state for 6 minutes

Proceed to Section C

CRITERIA 03 INSTRUCTIONS:

Confirm which criteria are open on the vehicle in ELSA before starting the flash!

STEP 1: Software update driver assistance control units

- 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 = **DoIP**
- Select "SVM – Code Input".
- Enter SVM code **FASISKD7A001** and follow the on-screen prompts
- Exit the FLASH program and ensure the diagnostic log is sent to GFF Paperless after completion

STEP 2: Perform bus sleep

- Switch off the ignition
- Remove the charger and diagnostic interface from the vehicle
- Close all lids and doors
- Lock the vehicle and place the key(s) away from the vehicle
- Allow the vehicle to remain in this state for 6 minutes

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).