Part 573 Safety Recall Report   22V-742

Manufacturer Name :	Volkswagen Group of America, Inc.
Submission Date :	OCT 11, 2022
NHTSA Recall No. :	22V-742
Manufacturer Recall No. :	91DZ

Manufacturer Information :

Manufacturer Name :	Volkswagen Group of America, Inc.
Address :	3800 Hamlin Road
	Auburn Hills MI 48326
Company phone :	1-800-893-5298

Population :

Number of potentially involved :	170,296
Estimated percentage with defect :	100 %

Vehicle Information :

Vehicle 1 :	2021-2021 AUDI A8
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version. Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug. A8: 1,497
Production Dates :	JUL 30, 2020 - JUN 25, 2021
VIN Range 1 :	Begin : WAU8DAF8XMN001964 End : WAU8DAF86MN024349 ☑ Not sequential

Vehicle 2 :	2021-2022 AUDI RSQ8
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version. Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug. RSQ8:1,650
Production Dates :	JUL 03, 2020 - SEP 10, 2021
VIN Range 1 :	Begin : WU1ARBF16MD000270 End : WU1ARBF15ND000066 ☑ Not sequential

Vehicle 3 :	2021-2021 AUDI RS7
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version. Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug. RS7:1,373
Production Dates :	JUL 24, 2020 - SEP 08, 2021
VIN Range 1 :	Begin : WUAPCBF2XMN900040 End : WUAPCBF27MN910198 ☑ Not sequential

Vehicle 4 :	2021-2021 AUDI RS6 AVANT
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version. Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug. RS6 AVANT: 1,543
Production Dates :	JUL 24, 2020 - SEP 01, 2021
VIN Range 1 :	Begin : WUA1CBF24MN900041 End : WUA1CBF21MN910171 ☑ Not sequential

Vehicle 5 :	2021-2021 AUDI RS5 SPORTBACK
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version. Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug. RS5 SPORTBACK: 1,570
Production Dates :	SEP 10, 2020 - SEP 30, 2021
VIN Range 1 :	Begin : WUAAWCF52MA900263 End : WUAAWCF53MA904998 ☑ Not sequential

Vehicle 6 :	2021-2021 AUDI RS5 COUPE
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version. Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug. RS5 COUPE: 522
Production Dates :	SEP 28, 2020 - NOV 10, 2021
VIN Range 1 :	Begin : WUANWAF51MA900633 End : WUANWAF58MA905019 ☑ Not sequential

Vehicle 7 :	2021-2021 AUDI Q8
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version. Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug. Q8: 11,439
Production Dates :	JUL 02, 2020 - SEP 10, 2021
VIN Range 1 :	Begin : WA1EVAF11MD000269 End : WA1FVAF13MD044312 ☑ Not sequential

Vehicle 8 :	2021-2021 AUDI Q7
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version. Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug. Q7: 27,814
Production Dates :	JUL 02, 2020 - SEP 10, 2021
VIN Range 1 :	Begin : WA1AJAF73MD000028 End : WA1LXAF70MD042082 ☑ Not sequential

Vehicle 9 :	2021-2021 AUDI Q5 SPORTBACK
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version.
	Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.
	Q5 SPORTBACK: 2,747
Production Dates :	FEB 20, 2021 - AUG 19, 2021

VIN Range 1 : Begin : WA15AAFY1M2059424   End :   WA15AAFY5M2141558   ☑ Not sequential

Vehicle 10 :	2021-2021 AUDI S4 SEDAN
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version.
	Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.
	S4 SEDAN: 1,837
Production Dates :	JUL 15, 2020 - DEC 02, 2021

VIN Range 1 : Begin : WAUC4AF48MA000665   End :   WAUB4AF48MA087334   ☑ Not sequential

Vehicle 11 :	2022-2022 AUDI E-TRON GT
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version.
	Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.
	E-TRON GT:485
Production Dates :	MAR 18, 2021 - JUN 30, 2021

VIN Range 1 : Begin : WAUEJBFW1N7000921   End :   WAUAHBFW7N7901169   ☑ Not sequential

Vehicle 12 :	2021-2021 AUDI Q5
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version. Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug. Q5:53,429
Production Dates :	AUG 20, 2020 - AUG 26, 2021
VIN Range 1 : Begin :	WA1E2AFY6M2000818 End : WA1BAAFY5M2141563 ☑ Not sequential

Vehicle 13 :	2021-2021 AUDI A7
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version. Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug. A7: 1,754
Production Dates :	JUL 24, 2020 - SEP 13, 2021
VIN Range 1 : Begin :	WAUTPBF23MN001243 End : WAUU2AF27MN104372 ☑ Not sequential

Vehicle 14 :	2021-2021 AUDI A6 SEDAN
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version. Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug. A6 SEDAN: 6,992
Production Dates :	JUL 16, 2020 - OCT 05, 2021
VIN Range 1 : Begin :	WAUL2AF2XMN001250 End : WAUL2AF21MN105707 ☑ Not sequential

Vehicle 15 :	2021-2021 AUDI A6 ALLROAD
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version. Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug. A6 ALLROAD: 978
Production Dates :	JUL 20, 2020 - SEP 03, 2021
VIN Range 1 : Begin :	WAU92BF29MN001496 End : WAU92BF29MN105471 ☑ Not sequential

Vehicle 16 :	2021-2021 AUDI A5 SPORTBACK
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version. Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug. A5 SPORTBACK:9,053
Production Dates :	SEP 02, 2020 - SEP 09, 2021
VIN Range 1 : Begin :	WAUDACF57MA000495 End : WAUABCF58MA063220 ☑ Not sequential

Vehicle 17 :	2021-2021 AUDI A5 COUPE
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version. Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug. A5 COUPE: 1,470
Production Dates :	SEP 16, 2020 - SEP 10, 2021
VIN Range 1 : Begin :	WAUSAAF56MA005747 End : WAUTAAF54MA063246 ☑ Not sequential

Vehicle 18 : 2021-2021 AUDI A5 CABRIOLET

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.
Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.
A5 CABRIOLET: 2,002

Production Dates : SEP 02, 2020 - SEP 07, 2021

VIN Range 1 : Begin : WAU2AGF54MN000154   End :   WAUWAGF54MN007476   ☑ Not sequential

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Vehicle 19 : 2021-2021 AUDI A4 SEDAN

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.
Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.
A4 SEDAN: 15,135

Production Dates : JUL 22, 2020 - DEC 06, 2021

VIN Range 1 : Begin : WAUDAAF48MA000694   End :   WAUABAF44MN016318   ☑ Not sequential

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Vehicle 20 : 2021-2021 AUDI A4 ALLROAD

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.
Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.
A4 ALLROAD: 1,294

Production Dates : SEP 02, 2020 - OCT 12, 2021

VIN Range 1 : Begin : WA18AAF46MA000868   End :   WA19AAF40MA086442   ☑ Not sequential

Vehicle 21 :	2021-2021 AUDI E-TRON SPORTBACK QUATTRO
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version. Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug. E-TRON SPORTBACK QUATTRO: 2,388
Production Dates :	AUG 20, 2020 - JUL 14, 2021
VIN Range 1 : Begin :	WA12AAGE6MB000490 End : WA13AAGE5MB042735 ☑ Not sequential

Vehicle 22 :	2021-2021 AUDI SQ7
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version. Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug. SQ7: 2,135
Production Dates :	JUL 03, 2020 - SEP 02, 2021
VIN Range 1 : Begin :	WA1AWBF77MD000024 End : WA1VWBF7XMD042043 ☑ Not sequential

Vehicle 23 :	2021-2021 AUDI S5 CABRIOLET
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version. Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug. S5 CABRIOLET: 641
Production Dates :	JUL 22, 2020 - JUL 27, 2021
VIN Range 1 : Begin :	WAUW4GF51MN000136 End : WAUW4GF52MN007466 ☑ Not sequential

Vehicle 24 :	2021-2021 AUDI E-TRON QUATTRO
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version. Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug. E-TRON QUATTRO: 6,360
Production Dates :	AUG 20, 2020 - JUL 15, 2021
VIN Range 1 : Begin :	WA1AAAGE4MB000497 End : WA1AAAGE4MB041602 ☑ Not sequential

Vehicle 25 :	2021-2021 AUDI SQ8
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version. Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug. SQ8: 2,199
Production Dates :	JUL 23, 2020 - SEP 10, 2021
VIN Range 1 : Begin :	WA1CWBF19MD000885 End : WA1CWBF12MD044310 ☑ Not sequential

Vehicle 26 :	2021-2021 AUDI SQ5 SPORTBACK
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version. Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug. SQ5 SPORTBACK: 521
Production Dates :	FEB 20, 2021 - JUL 26, 2021
VIN Range 1 : Begin :	WA124AFY6M2061163 End : WA134BFY9M2111936 ☑ Not sequential

Vehicle 27 :	2021-2021 AUDI SQ5
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version.
	Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.
	SQ5: 6,545
Production Dates :	AUG 17, 2020 - AUG 24, 2021
VIN Range 1 : Begin :	WA1B4AFY0M2000844 End : WA1B4AFYXM2141534 ☑ Not sequential

Vehicle 28 :	2021-2021 AUDI S8
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version.
	Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.
	S8: 199
Production Dates :	JUL 15, 2020 - JUN 26, 2021
VIN Range 1 : Begin :	WAU8SBF83MN000988 End : WAU8SAF88MN024312 ☑ Not sequential

Vehicle 29 :	2021-2021 AUDI S7
Vehicle Type :	
Body Style :	
Power Train :	NR
Descriptive Information :	The recall population was determined based on production records of the affected infotainment software version.
	Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.
	S7: 453
Production Dates :	AUG 03, 2020 - SEP 14, 2021
VIN Range 1 : Begin :	WAUPFBF28MN006684 End : WAUSFBF26MN104512 ☑ Not sequential

Vehicle 30 : 2021-2021 AUDI S6 SEDAN
Vehicle Type :
Body Style :
Power Train : NR
Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.
Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.
S6 SEDAN: 708

Production Dates : AUG 31, 2020 - SEP 17, 2021
VIN Range 1 : Begin : WAUDFAF21MN008967 End : WAUFFAF22MN105698 ☑ Not sequential

Vehicle 31 : 2021-2021 AUDI S5 SPORTBACK
Vehicle Type :
Body Style :
Power Train : NR
Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.
Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.
S5 SPORTBACK: 2,891

Production Dates : JUL 15, 2020 - SEP 09, 2021
VIN Range 1 : Begin : WAUB4CF54MA000484 End : WAUC4CF59MA063214 ☑ Not sequential

Vehicle 32 : 2021-2021 AUDI S5 COUPE
Vehicle Type :
Body Style :
Power Train : NR
Descriptive Information : The recall population was determined based on production records of the affected infotainment software version.
Vehicles not included in the recall are equipped with a different infotainment software version which is not affected by the software bug.
S5 COUPE: 672

Production Dates : SEP 16, 2020 - NOV 04, 2021
VIN Range 1 : Begin : WAUN4AF58MA005740 End : WAUR4AF55MA063287 ☑ Not sequential

Description of Noncompliance :

Description of the Noncompliance :	Due to a software issue, upon selecting reverse a blank or black screen may be displayed instead of the rearview camera image. In certain cases this issue may also cause the main unit to become inoperative, which will lead to no image being displayed at all.
FMVSS 1 :	NR
FMVSS 2 :	111 - Rear visibility
Description of the Safety Risk :	A rearview camera screen that displays a blank or no image can reduce the driver's view of what is behind the vehicle, increasing the risk of a crash.
Description of the Cause :	As part of an automatic 6-month maintenance cycle of the main infotainment unit, a "refresh" of the file system is carried out. Due to a software error, parallel writing processes are possible during the "refresh" by the application. This may lead to corrupted files and thus failure of infotainment and navigation functions. In certain cases the main unit may even become inoperative.
Identification of Any Warning that can Occur :	none

Involved Components :

Component Name 1 :	Infotainment Software
Component Description :	Infotainment Software
Component Part Number :	No part number, software update only

Supplier Identification :

Component Manufacturer

Name :	AUDI AG
Address :	NR
	Foreign States
Country :	Germany

Chronology :

Between January 2021 and December 2021, an increasing number of customers complained about different infotainment issues, such as loss of navigation functions and radio reception. Due to the high level of customer

dissatisfaction the topic was evaluated for a potential proactive field campaign worldwide.
January 2022 - March 2022: Root cause, failure mode, field data and potentially affected population were investigated.
March 2022: Due to customer complaints regarding the loss of certain infotainment, telephone and/or navigation functionalities, a decision was made to conduct a worldwide service campaign to provide the vehicles with an optimized software version.
April - June 2022: During the preparation of the service campaign, the U.S. market reviewed the technical background and claims data and became aware of cases where the main unit became inoperative.
June 2022: Due to a concern regarding a potential non-compliance with FMVSS 111, the U.S. market asked the Audi Product Safety Committee to review the topic and evaluate a potential non-compliance for the U.S. market.
June - August 2022: The technical background, the failure mode and the different possible customer experiences were reviewed again in detail. It became clear, that in certain cases the main unit may become inoperative and in rare cases a blank/black screen may be displayed.
September 28, 2022: The Audi Product Safety Committee makes the determination of a non-compliance for the US and Canada and decides a non-compliance recall.
Between January 2021 and September 2022, Audi of America has received 330 warranty claims where the rear view camera allegedly was not being displayed due to this issue and 594 warranty claims where the main unit became inoperative and had to be replaced.

Description of Remedy :

Description of Remedy Program :	Affected vehicles will receive updated infotainment software at no cost to customers. Audi will not offer a reimbursement plan under this recall.
How Remedy Component Differs from Recalled Component :	Updated infotainment unit software according to current product specifications.
Identify How/When Recall Condition was Corrected in Production :	Vehicles built after CW 25/21 are already equipped with the updated infotainment software.

Recall Schedule :

Description of Recall Schedule :	Dealers/owners: On or before December 02, 2022
Planned Dealer Notification Date :	DEC 02, 2022 - DEC 02, 2022
Planned Owner Notification Date :	DEC 02, 2022 - DEC 02, 2022

* NR - Not Reported