

Compliance Recall

Code: 91Ei



Subject Document History

Infotainment Main Unit

Date	Summary
07/13/2023	Updated parts section. Remanufactured parts cannot be used.
06/06/2023	Original publication

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2022	A3 SEDAN	136
USA	2022	2022	A4 ALLROAD	2
USA	2022	2022	A4 SEDAN	323
USA	2022	2022	A5 CABRIOLET	42
USA	2022	2022	A5 SPORTBACK	271
USA	2022	2022	A6 ALLROAD	40
USA	2022	2022	A6 SEDAN	132
USA	2022	2022	A7	57
USA	2021	2021	A8	145
USA	2022	2022	E-TRON GT	135
USA	2022	2022	E-TRON QUATTRO	168
USA	2022	2022	E-TRON SPORTBACK QUATTRO	45
USA	2022	2022	Q3	3,157
USA	2022	2022	Q7	646
USA	2022	2022	Q8	54
USA	2022	2022	RS6 AVANT	65
USA	2022	2022	RS7	50
USA	2022	2022	RSQ8	84
USA	2022	2022	S3 SEDAN	218
USA	2022	2022	S4 SEDAN	1
USA	2022	2022	S5 CABRIOLET	1
USA	2022	2022	S5 SPORTBACK	36
USA	2022	2022	S6 SEDAN	3
USA	2021	2021	S8	17
USA	2022	2022	SQ7	190
USA	2022	2022	SQ8	58
CAN	2022	2022	A4 SEDAN	37
CAN	2022	2022	A5 SPORTBACK	1
CAN	2022	2022	A6 ALLROAD	2
CAN	2022	2022	A6 SEDAN	23

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. ©2023 Audi of America, Inc. and Audi Canada. All Rights Reserved.

CAN	2022	2022	A7	8
CAN	2021	2021	A8	1
CAN	2022	2022	E-TRON GT	11
CAN	2022	2022	E-TRON QUATTRO	15
CAN	2022	2022	E-TRON SPORTBACK QUATTRO	22
CAN	2022	2022	Q3	497
CAN	2022	2022	Q7	44
CAN	2022	2022	Q8	4
CAN	2022	2022	RS5 SPORTBACK	4
CAN	2022	2022	RS6 AVANT	16
CAN	2022	2022	RS7	4
CAN	2022	2022	RSQ8	28
CAN	2022	2022	S3 SEDAN	109
CAN	2022	2022	S5 SPORTBACK	9
CAN	2022	2022	SQ7	29
CAN	2022	2022	SQ8	16

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

Due to a hardware issue, the infotainment main unit in the center console may become damaged after the driver turns off the vehicle and the main unit shuts down. Upon the next start, the damaged infotainment unit would not work. In this case, all functionalities, including the rearview camera image, would not be available.

A rearview camera screen that displays no image reduces the driver's information about what is behind the vehicle, increasing the risk of injury to people outside the vehicle.

Corrective Action

Replace the infotainment main unit.

Precautions

Upon start-up, the driver will notice that the infotainment screen in the center console is not working and not displaying an image, which should prompt the driver to pay extra attention for objects behind the vehicle when reversing.

Code Visibility

On November 08, 2022, the campaign code was applied to affected vehicles.

Owner Notification

Owner notification will take place in June 2023. 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

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.

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.

Parts Information

Parts Control Type: VIN to Order	If parts are needed to support a vehicle repair: <ul style="list-style-type: none"> US Dealers - use AVA CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order
Initial Allocation: NO	There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.
Repair Projection Tool: (right click to open)	

IMPORTANT PARTS ORDERING INFORMATION

The control module part numbers may change frequently as additional software versions are introduced. Remanufactured parts cannot be used for this repair. Remanufactured parts will have an "X" in the part number index.

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
ALL EXCEPT: 09, 8Y or F3, 13	1	SEE ETKA	CTRL UNIT	VIN To Order
<i>ETKA may list part numbers with an "A" index for vehicles assigned criteria 09, 8Y or F3, 13. If so, the part numbers listed below should be ordered.</i> <i>However, if ETKA lists a newer part number index, the newest part number should be ordered. (example: ETKA lists 8Y0-035-054-F for a vehicle assigned 09, 8Y = order the "F" index part.</i>				
09, 8Y	1	8Y0-035-054-D	CTRL UNIT	VIN To Order
F3, 13	1	82A-035-050-C	CTRL UNIT	VIN To Order

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 customer refused campaign work:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

Service Number	91Ei
Damage Code	0099
Parts Vendor Code	002
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Causal Indicator	Mark CTRL UNIT* as causal part
Vehicle Wash/Loaner	Do not claim wash/loaner under this action

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

Criteria I.D.	04, 4A	04, 4N	07, 8W	09, 8Y	F5, 07	06, 8W
	04, 4K	05, 8W	08, 8Y	F5, 05	Q8, 04	
	LABOR					
	Labor Op	Time Units	Description			
	9196 19 50	SEE ELSA	ECM information display control head remove+reinstall			
	6815 19 00	SEE ELSA	Glove compartment remove+reinstall			
	2706 89 50	SEE ELSA	Connect battery charger			
	0151 00 00	Time stated on diagnostic protocol	GFF Operations			
	PARTS					
	Quantity	Part Number	Description			
	1.00	4M2035092* or 8W2035050* or 8W2035054* or 8Y0035050* or 8Y0035054*	CTRL UNIT* (confirm part number in ETKA, except vehicles assigned 09,8Y)			
	* indicates the part number index as stated in ETKA. Enter the entire part number onto the claim. Do not enter *.					

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Criteria I.D.	F3, 11	F3, 12	F3, 13
	LABOR		
	Labor Op	Time Units	Description
	9196 19 00	SEE ELSA	ECM information display control head remove+reinstall
	2706 89 50	SEE ELSA	Connect battery charger
	0151 00 00	Time stated on diagnostic protocol	GFF Operations
	PARTS		
	Quantity	Part Number	Description
	1.00	82A035018* or 82A035019* or 82A035050*	CTRL UNIT* (confirm part number in ETKA, except vehicles assigned F3,13)
	* indicates the part number index as stated in ETKA. Enter the entire part number onto the claim. <i>Do not enter *</i> .		
Criteria I.D.	GE, 04		
	LABOR		
	Labor Op	Time Units	Description
	9196 19 50	SEE ELSA	ECM information display control head remove+reinstall
	6814 19 06	SEE ELSA	Trim for console remove+reinstall
	2706 89 50	SEE ELSA	Connect battery charger
	0151 00 00	Time stated on diagnostic protocol	GFF Operations
	PARTS		
	Quantity	Part Number	Description
	1.00	4M2035092*	CTRL UNIT* (confirm part number in ETKA)
	* indicates the part number index as stated in ETKA. Enter the entire part number onto the claim. <i>Do not enter *</i> .		

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Criteria I.D.	GT, 03		
	LABOR		
	Labor Op	Time Units	Description
	9196 19 50	SEE ELSA	ECM information display control head remove+reinstall
	6817 19 00	SEE ELSA	Console remove+reinstall
	2706 89 50	SEE ELSA	Connect battery charger
	0151 00 00	Time stated on diagnostic protocol	GFF Operations
	PARTS		
	Quantity	Part Number	Description
	1.00	4J3035092*	CTRL UNIT* (confirm part number in ETKA)
	* indicates the part number index as stated in ETKA. Enter the entire part number onto the claim. <i>Do not enter</i> *.		
Criteria I.D.	Q7, 04		
	LABOR		
	Labor Op	Time Units	Description
	9196 19 50	SEE ELSA	ECM information display control head remove+reinstall
	6815 19 10	SEE ELSA	Glove compartment remove+reinstall
	2706 89 50	SEE ELSA	Connect battery charger
	0151 00 00	Time stated on diagnostic protocol	GFF Operations
	PARTS		
	Quantity	Part Number	Description
	1.00	4M2035092*	CTRL UNIT* (confirm part number in ETKA)
	* indicates the part number index as stated in ETKA. Enter the entire part number onto the claim. <i>Do not enter</i> *.		

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: 22V806

Subject: Compliance Recall 91Ei – Infotainment Main Unit

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 2021-2022 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?

Due to a hardware issue, the infotainment main unit in the center console may become damaged after the driver turns off the vehicle and the main unit shuts down. Upon the next start, the damaged infotainment unit would not work. In this case, all functionalities, including the rearview camera image, would not be available.

A rearview camera screen that displays no image reduces the driver's information about what is behind the vehicle, increasing the risk of a crash.

What will we do?

To correct this noncompliance, your authorized Audi dealer will replace the infotainment main unit. This work will take about three hours 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 repair, 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 repair. 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

Upon start-up, the driver will notice that the infotainment screen in the center console is not working and not displaying an image, which should prompt the driver to pay extra attention for objects behind the vehicle when reversing.

Lease vehicles and address changes

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 you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Can we assist you further?

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.

Checking your vehicle for open Recalls and Service Campaigns

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 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: 1-800-424-9153); or go to <http://www.safercar.gov>.

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: 2022-611

Subject: Compliance Recall 91Ei – Infotainment Main Unit

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.

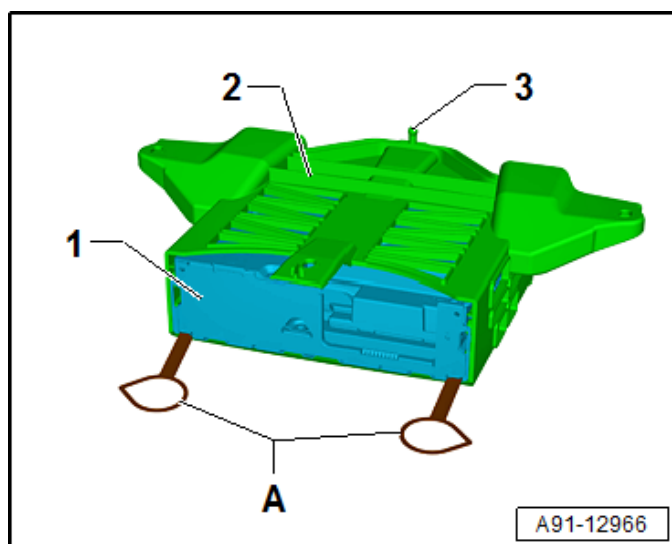
What is the issue?	Due to a hardware issue, the infotainment main unit in the center console may become damaged after the driver turns off the vehicle and the main unit shuts down. Upon the next start, the damaged infotainment unit would not work. In this case, all functionalities, including the rearview camera image, would not be available. A rearview camera screen that displays no image reduces the driver's information about what is behind the vehicle, increasing the risk of a crash.
What will we do?	To correct this noncompliance, your authorized Audi dealer will replace the infotainment main unit. This work will take about three hours 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 repair, 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 repair.
Precautions you should take	Upon start-up, the driver will notice that the infotainment screen in the center console is not working and not displaying an image, which should prompt the driver to pay extra attention for objects behind the vehicle when reversing.
Lease vehicles and address changes	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 you have changed your address or sold the vehicle identified in this letter, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.
Can we assist you further?	If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, 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



- Replace Information Electronics Control Module 1 -J794-

! 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.

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.

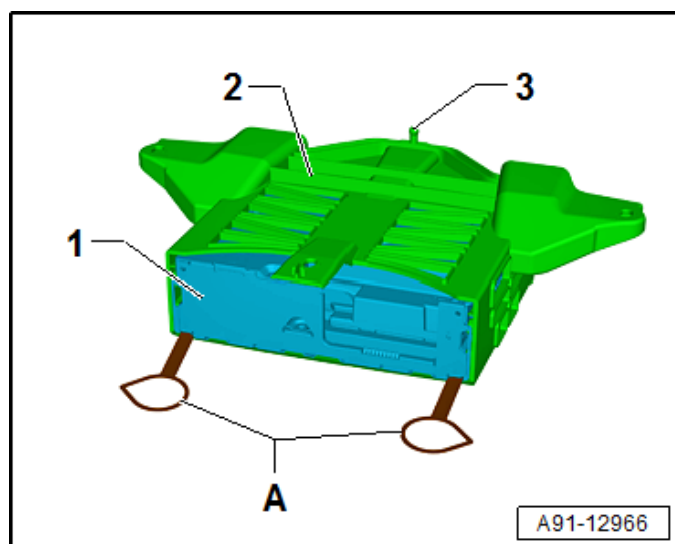
CRITICAL REPAIR STEP

 **STOP!** 

If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- All Safety Recalls must be completed prior to completing this campaign.**
- Proceed to Section B.**

Section B – Repair Procedure



Replace the Information Electronics Control Module 1 -J794- according to the ELSA Repair Manual:

- See ELSA Repair Manual: *Repair Manual > Electrical System > Communication > Infotainment System > Information Electronics Control Module 1 J794, Removing and Installing.*
- Make the removed -J794- unusable after removal.

After replacing the -J794-, perform replace module test plan:

NOTE

The “replace control module” test plan should be performed after installing the new part to ensure a “clean” installation.

- Perform the “Replace control module” Guided Function test in diagnostic address 005F.
- Follow the on-screen prompts.
- Ensure the diagnostic log is sent to GFF Paperless once complete.

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.