

Part 573 Safety Recall Report

25V-201

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : MAR 31, 2025

NHTSA Recall No. : 25V-201

Manufacturer Recall No. : 90VC



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 : 44,387

Estimated percentage with defect : 2 %

Vehicle Information :

Vehicle 1 : 2021-2021 AUDI SQ8

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records.
The recalled products are equipped with a hardware version from that specific production period, vehicles not included in the recall are equipped with an updated hardware version.
SQ8:1612

Production Dates : JUL 23, 2020 - MAR 18, 2021

VIN Range 1 : Begin : NR **End :** NR

☐ Not sequential

Vehicle 2 : 2021-2021 AUDI A6 SEDAN

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records.
The recalled products are equipped with a hardware version from that specific production period, vehicles not included in the recall are equipped with an updated hardware version.
A6 SEDAN: 5504

Production Dates : JUL 16, 2020 - MAR 29, 2021

VIN Range 1 : Begin : NR **End :** NR

☐ Not sequential

Vehicle 3 : 2021-2021 AUDI A7

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records.
The recalled products are equipped with a hardware version from that specific production period, vehicles not included in the recall are equipped with an updated hardware version.

A7: 1349

Production Dates : JUL 24, 2020 - APR 19, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 4 : 2021-2021 AUDI A8

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records.
The recalled products are equipped with a hardware version from that specific production period, vehicles not included in the recall are equipped with an updated hardware version.

A8: 990

Production Dates : JUL 30, 2020 - MAY 06, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 5 : 2021-2021 AUDI Q7

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records.
The recalled products are equipped with a hardware version from that specific production period, vehicles not included in the recall are equipped with an updated hardware version.

Q7: 19825

Production Dates : JUL 02, 2020 - APR 01, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 6 : 2021-2021 AUDI Q8

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records.
The recalled products are equipped with a hardware version from that specific production period, vehicles not included in the recall are equipped with an updated hardware version.
Q8: 8070

Production Dates : JUL 02, 2020 - MAR 19, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 7 : 2021-2021 AUDI RS6 AVANT

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records.
The recalled products are equipped with a hardware version from that specific production period, vehicles not included in the recall are equipped with an updated hardware version.
RS6 AVANT: 1,292

Production Dates : JUL 24, 2020 - MAR 24, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 8 : 2021-2021 AUDI RS7

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records.
The recalled products are equipped with a hardware version from that specific production period, vehicles not included in the recall are equipped with an updated hardware version.
RS7:1,183

Production Dates : JUL 24, 2020 - MAR 30, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 9 : 2021-2021 AUDI RSQ8

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records.
The recalled products are equipped with a hardware version from that specific production period, vehicles not included in the recall are equipped with an updated hardware version.

RSQ8: 1122

Production Dates : JUL 03, 2020 - MAR 18, 2021

VIN Range 1 : Begin : NR End : NR

☐ Not sequential

Vehicle 10 : 2021-2021 AUDI S6 SEDAN

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records.
The recalled products are equipped with a hardware version from that specific production period, vehicles not included in the recall are equipped with an updated hardware version.

S6 SEDAN: 490

Production Dates : AUG 31, 2020 - MAR 26, 2021

VIN Range 1 : Begin : NR End : NR

☐ Not sequential

Vehicle 11 : 2021-2021 AUDI S7

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records.
The recalled products are equipped with a hardware version from that specific production period, vehicles not included in the recall are equipped with an updated hardware version.

S7:362

Production Dates : AUG 31, 2020 - MAR 29, 2021

VIN Range 1 : Begin : NR End : NR

☐ Not sequential

Vehicle 12 : 2021-2021 AUDI S8

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records.
The recalled products are equipped with a hardware version from that specific production period, vehicles not included in the recall are equipped with an updated hardware version.

S8: 125

Production Dates : JUL 15, 2020 - MAR 26, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 13 : 2021-2021 AUDI A6 ALLROAD

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records.
The recalled products are equipped with a hardware version from that specific production period, vehicles not included in the recall are equipped with an updated hardware version.

A6 ALLROAD: 737

Production Dates : JUL 20, 2020 - MAR 25, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 14 : 2021-2021 AUDI SQ7

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records.
The recalled products are equipped with a hardware version from that specific production period, vehicles not included in the recall are equipped with an updated hardware version.

SQ7: 1,726

Production Dates : JUL 22, 2020 - MAR 19, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : A vehicle's virtual cockpit instrument cluster may shut down because of detection of an internal fault. When this occurs the engine speed (RPM), vehicle speed and gear/mode indicators will not be displayed. In addition to this, other information, such as time, date and mileage are also not displayed.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Warnings, tell-tales and gauges that don't display could increase risk of crash.

Description of the Cause : Within the virtual cockpit, malfunction of a specific flat cable could occur. Even with only a minor damage to this flat cable, the software is so sensitive that it detects a slightly increased contact resistance and shuts down the display to protect it.

Identification of Any Warning
that can Occur : NONE

Involved Components :

Component Name 1 : Virtual Cockpit Plus Gen. 2

Component Description : Virtual Cockpit Plus Gen. 2

Component Part Number : Models A6, A7, Q7, Q8: 4K0.920.790.D/E; 4K0.920.890.D/E; 4K0.920.894.D/E

Component Name 2 : Virtual Cockpit Plus Gen. 2

Component Description : Virtual Cockpit Plus Gen. 2

Component Part Number : Models A8: 4N0.920.890.E/F; 4N0.920.894.E/F

Supplier Identification :**Component Manufacturer**

Name : Robert Bosch GmbH

Address : Robert-Bosch-Straße 200
Hildesheim Foreign States 31139

Country : Germany

Chronology :

April 2024: Audi received an agency inquiry from a foreign market regarding customers experiencing a black screen due to this failure.

April – September 2024: Investigation regarding field situation, root cause, failure pattern and customer experience was initiated.

September – October 2024: A detailed root-cause analysis and evaluation of claims was conducted in coordination with the supplier. Age-related damage to the flex-foil cable in the virtual cockpit was identified as a possible cause.

November 2024: The supplier presented the first results of long-term tests. It was determined that model year 2022 was not affected due to an optimized flat cable introduced by a change of sub-supplier.

December 2024 – February 2025: Long-term test results from the supplier confirmed an increase in resistance values over time due to age-related damage to the flex-foil cable.

U.S. market reported complaints about display failures in models A6, A7, A8, Q7, and Q8. Further investigation was started regarding potential safety impact and regulatory compliance requirements. Age-related damage to the flex-foil cable was also identified as the main cause of complaints in the USA.

March 24, 2025: The Audi Product Safety Committee decided to proceed with a recall.

As of March 24, 2025 Audi is aware of 2,285 customer complaints, but not aware of any injuries, crashes or fires due to this issue.

Date of determination: March 24, 2025

Description of Remedy :

Description of Remedy Program :	A software update will be performed to display the relevant tell-tales and gauges in the virtual cockpit instrument cluster when a damaged flat cable is detected by the vehicle. A reimbursement plan will not be offered under this recall.
How Remedy Component Differs from Recalled Component :	The new software is not so sensitive to slight changes of contact resistance of the flat cable and no longer switches to a 'black screen' in the event of a malfunction. So, information such as RPM, speed, and others will continue to be displayed, ensuring that all necessary information for operating the vehicle is still shown, allowing the vehicle to be safely driven on the road. Additionally, the customer is alerted by warning lights to visit a workshop.
Identify How/When Recall Condition was Corrected in Production :	The flat cable concept was optimized by changing the sub-supplier, which has been in series production since July 2021.

Recall Schedule :

Description of Recall Schedule :	Dealers: On or before April 02, 2025 Owners: On or before May 30, 2025
Planned Dealer Notification Date :	APR 02, 2025 - APR 02, 2025
Planned Owner Notification Date :	MAY 30, 2025 - MAY 30, 2025

* NR - Not Reported