



U.S. Department
of Transportation
**National
Highway
Traffic Safety
Administration**

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION

Investigation: PE23017

Prompted By: VOQ Review

Date Opened: 09/28/2023

Date 12/18/2024

Closed:

Investigator: Thomas Haugh

Reviewer: Sharon Yukevich

Approver: Tanya Topka

Subject: Inadvertent Automatic Emergency Braking

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Volkswagen Group of America, Inc.

Products: 2018-2019 Volkswagen Atlas

Population: 156,376

Problem Description: Inadvertent activation of the automatic emergency braking system resulting in sudden vehicle deceleration, increasing the risk of a collision.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	EWR D&I	Other	Total	EWR Field Reports
All Incidents:	69	292	2	0	264*	CONF
Crashes/Fires:	0	2	0	0	2	0
Injury Incidents:	4	4	2	0	8*	0
Number of Injuries:	6	6	3	0	12*	0
Fatality Incidents:	0	0	0	0	0	0
Number of Fatalities:	0	0	0	0	0	0

*Total eliminates duplicates received by the manufacturer

ACTION/SUMMARY INFORMATION

Action: This (PE) Preliminary Evaluation has been upgraded to an Engineering Analysis.

Summary:

On September 28, 2023, the Office of Defects Investigation (ODI) opened a Preliminary Evaluation (PE23017) to assess reports of inadvertent activation of the Front Assist automatic emergency braking (AEB) system in model year (MY) 2018-2019 Volkswagen Atlas vehicles. The reports

alleged that activation of the AEB system occurred while driving with no apparent obstruction in the vehicle's forward path, resulting in sudden vehicle deceleration.

Volkswagen indicated that it is aware of a total of 292 reports that may relate to the alleged defect in MY 2018-2019 Volkswagen Atlas vehicles. Volkswagen stated that some customers possibly had an inadequate understanding of Front Assist and its limitations. However, many consumer complaints alleged that Volkswagen dealerships were unable to reproduce the condition or Volkswagen dealerships informed the consumers that this braking is considered normal Front Assist operation.

ODI's analysis shows that MY 2019 Volkswagen Atlas vehicles have the highest rate of unique incident reports alleging AEB inadvertent activation when compared to their Volkswagen peers. The rate of unique incident reports alleging AEB inadvertent activation in MY 2018 Volkswagen Atlas vehicles was comparable to their Volkswagen peers.

To date, ODI has received a total of 69 consumer complaints of inadvertent activation of Front Assist in MY 2018-2019 Volkswagen Atlas vehicles. In total, ODI reviewed 264 unique (i.e., non-duplicative Vehicle Identification Numbers) reports that may relate to the alleged defect, which include eight reports of incidents involving an alleged injury and two reports involving a crash. PE23017 has been upgraded to an Engineering Analysis (EA24004) to further assess the scope, frequency, and potential safety related consequences of the inadvertent AEB activations in MY 2019 Volkswagen Atlas vehicles.

To review the ODI reports cited in the Closing Resume ODI Report Identification Number document, go to [NHTSA.gov](https://www.nhtsa.gov).