

# Part 573 Safety Recall Report

# 18V-824

**Manufacturer Name :** Volkswagen Group of America, Inc.

**Submission Date :** FEB 25, 2019

**NHTSA Recall No. :** 18V-824

**Manufacturer Recall No. :** 90L3 / 90L4



## Manufacturer Information :

## Population :

**Manufacturer Name :** Volkswagen Group of America, Inc.

**Number of potentially involved :** 73,549

**Address :** 3800 Hamlin Road

**Estimated percentage with defect :** 100 %

Auburn Hills MI 48326

**Company phone :** 1-800-893-5298

## Vehicle Information :

**Vehicle 1 :** 2018-2019 Volkswagen Atlas

**Vehicle Type :**

**Body Style :**

**Power Train :** NR

**Descriptive Information :** Only non keyless entry vehicles affected; these were built with a certain data container where the Key acoustic warning is not coded correctly. Vehicles not included in the recall have either keyless entry or a correct coded Key acoustic warning.

Atlas Vehicle Count: 10109

**Production Dates :** DEC 22, 2016 - NOV 10, 2018

**VIN Range 1 : Begin :** 1V2HR2CA6JC500218 **End :** 1V2GR2CA8KC514926  Not sequential

**Vehicle 2 :** 2018-2019 Volkswagen Tiguan

**Vehicle Type :**

**Body Style :**

**Power Train :** NR

**Descriptive Information :** Only non keyless entry vehicles affected; these were built with a certain data container where the Key acoustic warning is not coded correctly. Vehicles not included in the recall have either keyless entry or a correct coded Key acoustic warning.

Tiguan Vehicle Count: 25444

**Production Dates :** MAR 01, 2017 - NOV 08, 2018

**VIN Range 1 : Begin :** 3VV1B7AX8JM000203 **End :** 3VV0B7AX3KM042193  Not sequential

**Vehicle 3 :** 2019-2019 Volkswagen Jetta

**Vehicle Type :**

**Body Style :**

**Power Train :** NR

**Descriptive Information :** Only non keyless entry vehicles affected; these were built with a certain data

**Descriptive Information :** container where the Key acoustic warning is not coded correctly. Vehicles not included in the recall have either keyless entry or a correct coded Key acoustic warning.

Jetta Vehicle count: 37996

Production Dates : OCT 11, 2017 - NOV 08, 2018

VIN Range 1 : Begin : 3VWCN7BU5KM000130 End : 3VWCB7BU6KM130586  Not sequential

## Description of Noncompliance :

**Description of the Noncompliance :** Certain vehicles may not comply with Federal Motor Vehicle Safety Standard (FMVSS) No.114. Theft protection and rollaway prevention.

Due to an incorrectly coded data container, affected vehicles may fail to provide an audible warning in the instrument cluster when the driver opens the door after turning off the ignition and leaving the key in the ignition cylinder.

FMVSS 1 : 114 - Theft protection

FMVSS 2 : NR

**Description of the Safety Risk :** If there is no audible warning to alert the driver to a key left in the ignition, there is an increased risk of vehicle theft.

**Description of the Cause :** The incorrect data container was used in production. The bit to enable the warning was not set.

**Identification of Any Warning that can Occur :** None

## Supplier Identification :

### Component Manufacturer

Name : Volkswagen Group of America

Address : 3800 Hamlin Road  
Auburn Hills MICHIGAN 48326

Country : United States

## Chronology :

October 25, 2018: Email information received from the NHTSA about a potential noncompliance issue with 2019 model year Volkswagen Jetta vehicles. Analysis was started immediately.

October 31, 2018: The topic was presented to the Volkswagen de Mexico's Pre Product Safety Committee.

Detailed analysis was carried out regarding clear identification of potentially affected vehicles and factories.

November 14, 2018: The topic was presented to both Volkswagen de Mexico's and Volkswagen AG's Product

Safety Committees where the determination of a noncompliance was made and a noncompliance recall decided.

December 18, 2018: The San Diego Port notified the Quality department in Volkswagen de Mexico that four (4) vehicles left the ports without having the software update performed. The four vehicles were not repaired at the port location because due to space constraints the vehicles had to be redirected to other locations.

January 30, 2019: It was decided to include the four additional vehicles in recall campaign 90L4.

## Description of Remedy :

**Description of Remedy Program :** The instrument cluster in the affected vehicles will be coded correctly with a new data container. This work will be performed at no cost to customers. Volkswagen will not make a reimbursement program available under this recall.

**How Remedy Component Differs from Recalled Component :** The recall remedy is to correct the coding within the vehicle's BCM so that the new (correct) data container has the key warning enabled. No parts are needed. The difference between remedied modules and non-remedied modules is that the coding in remedied modules will have the key warning enabled

**Identify How/When Recall Condition was Corrected in Production :** New data containers were introduced in production in CW45, 2018.

## Recall Schedule :

**Description of Recall Schedule :** Dealers and owners - recall notifications will take place on or before January 18, 2019

**Planned Dealer Notification Date :** JAN 18, 2019 - JAN 18, 2019

**Planned Owner Notification Date :** JAN 18, 2019 - JAN 18, 2019

\* NR - Not Reported