



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

1200 New Jersey Avenue SE
Washington, DC 20590

December 1, 2020

Mr. Chris Sandvig
Volkswagen Group of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

NEF-150SS
20V-716

Subject: Black Or Frozen Rear View Camera Image/FMVSS 111

Dear Mr. Sandvig:

This letter serves to acknowledge Volkswagen Group of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

VOLKSWAGEN/ARTEON/2021
VOLKSWAGEN/ATLAS/2021
VOLKSWAGEN/ATLAS CROSS SPORT/2021
VOLKSWAGEN/GOLF/2021
VOLKSWAGEN/JETTA/2021
VOLKSWAGEN/TIGUAN/2021

Mfr's Report Date: November 18, 2020

NHTSA Campaign Number: 20V-716

Components:

BACK OVER PREVENTION: SENSING SYSTEM: CAMERA

Potential Number of Units Affected: 31,947

Problem Description:

Volkswagen Group of America, Inc. (Volkswagen) is recalling certain 2021 Atlas Cross Sport, Tiguan LWB, Jetta NF, Jetta GLI, Golf GTI, Atlas FL and Arteon vehicles. The rear view camera could malfunction during an ignition cycle, leading to a black screen or infotainment system freeze. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 111, "Rear Visibility."

Consequence:

A black or frozen rear view image reduces the driver's visibility when reversing, increasing the risk of a crash.

Remedy:

Volkswagen will notify owners, and dealers will update the infotainment system software, free of charge. The recall is expected to begin January 15, 2021. Owners may contact Volkswagen customer service at 1-800-893-5298. Volkswagen's number for this recall is 91BB/91BC.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

We have received Volkswagen's proposed owner notification letter and approved it for distribution.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement