

# Part 573 Safety Recall Report

# 20V-716

**Manufacturer Name :** Volkswagen Group of America, Inc.**Submission Date :** NOV 18, 2020**NHTSA Recall No. :** 20V-716**Manufacturer Recall No. :** 91BB / 91BC**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 : 31,947

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2021-2021 Volkswagen Atlas Cross Sport

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

**Descriptive Information :** Vehicles included in this recall have a rear view camera that can malfunction for a short time under certain circumstances (the rear view camera images may not be available for one ignition cycle, leading to a black screen or MIB freeze). This makes the camera non-compliant with FMVSS 111, "Rear Visibility." Vehicles not included in this recall are not affected by this condition.

Atlas Cross Sport vehicle count: 3573  
91BC

Production Dates : OCT 08, 2020 - NOV 13, 2020

VIN Range 1 : Begin : 1V2SE2CA0MC200034 End : 1V2FE2CA3MC204726  Not sequential

Vehicle 2 : 2021-2021 Volkswagen Tiguan LWB

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

**Descriptive Information :** Vehicles included in this recall have a rear view camera that can malfunction for a short time under certain circumstances (the rear view camera images may not be available for one ignition cycle, leading to a black screen or MIB freeze). This makes the camera non-compliant with FMVSS 111, "Rear Visibility." Vehicles not included in this recall are not affected by this condition.

Tiguan LWB vehicle count: 15770  
91BB

Production Dates : SEP 02, 2020 - NOV 17, 2020

VIN Range 1 : Begin : 3VV2B7AX1MM000164 End : 3VV3B7AX6MM031835  Not sequential

Vehicle 3 : 2021-2021 Volkswagen Jetta NF

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : Vehicles included in this recall have a rear view camera that can malfunction for a short time under certain circumstances (the rear view camera images may not be available for one ignition cycle, leading to a black screen or MIB freeze). This makes the camera non-compliant with FMVSS 111, "Rear Visibility." Vehicles not included in this recall are not affected by this condition.

Jetta NF vehicle count: 2065

91BB

Production Dates : OCT 01, 2020 - NOV 13, 2020

VIN Range 1 : Begin : 3VWE57BU4MM000082 End : 3VWE57BU6MM020334  Not sequential

Vehicle 4 : 2021-2021 Volkswagen Jetta GLI

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : Vehicles included in this recall have a rear view camera that can malfunction for a short time under certain circumstances (the rear view camera images may not be available for one ignition cycle, leading to a black screen or MIB freeze). This makes the camera non-compliant with FMVSS 111, "Rear Visibility." Vehicles not included in this recall are not affected by this condition.

Jetta GLI vehicle count: 615

91BB

Production Dates : SEP 23, 2020 - NOV 12, 2020

VIN Range 1 : Begin : 3VW5T7BUXMM000111 End : 3VW6T7BU8MM020331  Not sequential

Vehicle 5 : 2021-2021 Volkswagen Golf GTI

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : Vehicles included in this recall have a rear view camera that can malfunction for a short time under certain circumstances (the rear view camera images may not be available for one ignition cycle, leading to a black screen or MIB freeze). This makes the camera non-compliant with FMVSS 111, "Rear Visibility." Vehicles not included in this recall are not affected by this condition.

Golf GTI vehicle count: 1773

91BB

Production Dates : SEP 22, 2020 - NOV 13, 2020

VIN Range 1 : Begin : 3VW6T7AU8MM000050 End : 3VW5T7AU5MM006657  Not sequential

Vehicle 6 : 2021-2021 Volkswagen Atlas FL

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

**Descriptive Information :** Vehicles included in this recall have a rear view camera that can malfunction for a short time under certain circumstances (the rear view camera images may not be available for one ignition cycle, leading to a black screen or MIB freeze). This makes the camera non-compliant with FMVSS 111, "Rear Visibility." Vehicles not included in this recall are not affected by this condition.

Atlas vehicle count: 6796

91BC

Production Dates : SEP 03, 2020 - NOV 13, 2020

VIN Range 1 : Begin : 1V2FR2CA2MC526830 End : 1V2TR2CA7MC546607  Not sequential

Vehicle 7 : 2021-2021 Volkswagen Arteon

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

**Descriptive Information :** Vehicles included in this recall have a rear view camera that can malfunction for a short time under certain circumstances (the rear view camera images may not be available for one ignition cycle, leading to a black screen or MIB freeze). This makes the camera non-compliant with FMVSS 111, "Rear Visibility." Vehicles not included in this recall are not affected by this condition.

Arteon vehicle count: 1355

91BC

Production Dates : SEP 23, 2020 - NOV 14, 2020

VIN Range 1 : Begin : WVWTR7AN1ME001494 End : WVWAR7AN6ME005015  Not sequential

## Description of Noncompliance :

**Description of the Noncompliance :** The rear view camera could malfunction for a short time under certain circumstances (the rear view camera images may not be available for one ignition cycle, leading to a black screen or MIB freeze). This makes the camera non-compliant with FMVSS 111, "Rear Visibility" (as a result of not instantaneous activation of the rear view camera (RVC) during an ignition cycle (AreaView) or in a parking cycle (RVC Low and RVC Compact).

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

**Description of the Safety Risk :** A malfunctioning rear camera can pose a risk of crash or injury, as visibility for the driver may be limited in circumstances where the camera would be beneficial to help identify/avoid people or objects at the rear of the vehicle.

**Description of the Cause :** The condition for the error is a specified course of action with fixed time segments and a small time window. When the vehicle is "woken up" (door open), the MIB is also woken up and goes into standby. If the vehicle is then not started the MIB goes back to sleep mode after a waiting time of 30 seconds. This is necessary to minimize the energy consumption in the vehicle. During this state the video line cannot be diagnosed and any activation requests from the camera system are lost or are no longer taken into account. Volkswagen is not aware of any customer complaints, crashes or injuries relating to this noncompliance.

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

## Involved Components :

**Component Name 1 :** NR

**Component Description :** NR

**Component Part Number :** NR

## Supplier Identification :

### Component Manufacturer

**Name :** Volkswagen de Mexico

**Address :** Km. 116 Autopista México Puebla  
Cautlancingo FOREIGN STATES 72700

**Country :** Mexico

## Chronology :

October 09, 2020: Problems with rear cameras were found during the routine production line error memory check in the Emden factory.

October 09 - October 31, 2020: Analysis of error findings was performed.

November 10, 2020: Topic was presented in the VW Mexico Product Safety Committee.

November 11, 2020: VW AG Product Safety Committee decides on a noncompliance recall for the rear camera topic.

## Description of Remedy :

Description of Remedy Program : At no cost to owners, dealers will install a software update to correct this noncompliance. Volkswagen will not offer a reimbursement plan under this recall.

How Remedy Component Differs from Recalled Component : The correct software must be with number 786. The topic was caused by the current setting of the MIB 3 radio software design.

Identify How/When Recall Condition was Corrected in Production : Topic corrected in production:  
CW 47/2020 in Emden (Germany)  
CW 47/2020 in Puebla (Mexico) and  
CW 47/2020 in Chattanooga (USA).

## Recall Schedule :

Description of Recall Schedule : Dealers/owners: On or before 01/15/2021

Planned Dealer Notification Date : JAN 15, 2021 - JAN 15, 2021

Planned Owner Notification Date : JAN 15, 2021 - JAN 15, 2021

\* NR - Not Reported