



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Compliance Recalls 91BB & 91BC / Rear Camera Software

This notice is for:

- | | | |
|--------------------|----------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager | ✓ Warranty Administrator |
| ✓ General Manager | ✓ Parts Manager | ✓ Technicians |
| ✓ Sales Managers | ✓ Service Consultant | |

Date: November 24, 2020

Issue: 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 (infotainment system) freeze). This makes the camera non-compliant with regulatory requirements (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). 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.

- Repair:**
- REPAIR AVAILABLE – November 25, 2020 / Update rear camera software
 - See ELSA/ServiceNet for complete repair & claiming instructions
 - Check both the daily Campaign Open Inventory report and OMD for affected vehicles in inventory. Verify OPEN status in ELSA on the day of repair.
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department: Software only; no parts needed.

Affected Vehicles *NOTE: Vehicles will have only one code – either 91BB OR 91BC – showing open in ELSA.*

91BB				
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	GOLF GTI	1,773
USA	2021	2021	JETTA	2,065
USA	2021	2021	JETTA GLI	615
USA	2021	2021	TIGUAN	15,770
CAN	2021	2021	GOLF	1,097
CAN	2021	2021	GOLF GTI	250
CAN	2021	2021	JETTA	160
CAN	2021	2021	JETTA GLI	35
CAN	2021	2021	TIGUAN	433
91BC				
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	ARTEON	1,355
USA	2021	2021	ATLAS	6,796

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.

USA	2021	2021	ATLAS CROSS SPORT	3,573
CAN	2021	2021	ARTEON	162
CAN	2021	2021	ATLAS	290
CAN	2021	2021	ATLAS CROSS SPORT	137

**Counts reflect overall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.*

- Notes:**
- Schedule owner repairs immediately
 - Owner mailing – December 2020

U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.

IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

-END OF MESSAGE-