

Part 573 Safety Recall Report

21V-615

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : AUG 06, 2021

NHTSA Recall No. : 21V-615

Manufacturer Recall No. : 24HH



Manufacturer Information :

Population :

Manufacturer Name : Volkswagen Group of America, Inc.

Number of potentially involved : 5,087

Address : 3800 Hamlin Road

Estimated percentage with defect : 100 %

Auburn Hills MI 48326

Company phone : 1-800-893-5298

Vehicle Information :

Vehicle 1 : 2022-2022 Volkswagen TAOS

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Vehicles included in this recall are equipped with an all wheel drive powertrain. Vehicles not included in the recall have a different powertrain configuration.
TAOS count: 5087

Production Dates : MAR 04, 2021 - JUL 30, 2021

VIN Range 1 : Begin : 3VVPX7B26NM000771 **End :** 3VVJX7B20NM022528 **Not sequential**

Description of Defect :

Description of the Defect : Vehicles included in this recall are equipped with an all wheel drive powertrain and have a specific software version installed in the engine control unit that may lead under specific conditions (high ambient temperatures, high engine load, A/C on) to a stalling condition when coming to a stop. The engine can be immediately restarted manually.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : An engine that stalls while coming to a stop (20 MPH) may increase the risk of a crash.

Description of the Cause : The exact root cause for this potential stalling is currently under investigation.

Identification of Any Warning that can Occur : No warning

Involved Components :

Component Name 1 : Engine control unit

Component Description : Software for engine control unit

Component Part Number : ECU part number 05E.906.013.C: SW version 1936

Component Name 2 : Engine control unit

Component Description : Software for engine control unit

Component Part Number : ECU part number 05E.906.013.F: SW version 1937

Supplier Identification :**Component Manufacturer**

Name : Volkswagen de Mexico

Address : Km. 116 Autopista Mexico-Puebla

Puebla

Foreign States 72700

Country : Mexico

Chronology :

June 30, 2021: First failures were observed in the field. Analysis started.

From June 30 to July 29, 2021: In depth technical analysis conducted, identification of potentially affected vehicles and risk evaluation initiated.

July 29, 2021: Topic presented in VW de Mexico's Product Safety Committee.

July 30, 2021: Topic discussed in a joint meeting of VW de Mexico's and VWAG Product Safety Committees and a recall was decided.

Description of Remedy :

Description of Remedy Program : At no cost to customers, dealers will update the Engine Control Unit software in the affected vehicles. Because the vehicles are within the New Vehicle Limited Warranty period, Volkswagen will not offer a reimbursement plan under this recall.

How Remedy Component Differs : The engine control unit will be updated with an improved software

from Recalled Component : version as a remedy.
The remedy software is:
ECU part number 05E.906.013.C: SW version 1936
ECU part number 05E.906.013.F: SW version 1937

Identify How/When Recall Condition was Corrected in Production : CW 42/2021: introduction of improved software version in production

Recall Schedule :

Description of Recall Schedule : Dealers/owners: on or before October 05, 2021

Planned Dealer Notification Date : OCT 05, 2021 - OCT 05, 2021

Planned Owner Notification Date : OCT 05, 2021 - OCT 05, 2021

* NR - Not Reported