

# Part 573 Safety Recall Report

# 21V-615

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

**Submission Date :** AUG 12, 2021

**NHTSA Recall No. :** 21V-615

**Manufacturer Recall No. :** 24HH



## 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 :** 5,087

**Estimated percentage with defect :** 100 %

## 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.

From the date of vehicle launch on June 30, 2021 to the date of determination on July 30, 2021 , VWGoA was aware of 31 VINs that were identified as possibly exhibiting the recall issue.

## 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 from Recalled Component :** The engine control unit will be updated with an improved software 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