

Part 573 Safety Recall Report

22V-514

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : JUL 20, 2022

NHTSA Recall No. : 22V-514

Manufacturer Recall No. : 91DV



Manufacturer Information :

Population :

Manufacturer Name : Volkswagen Group of America, Inc.

Number of potentially involved : 43,091

Address : 3800 Hamlin Road

Estimated percentage with defect : 100 %

Auburn Hills MI 48326

Company phone : 1-800-893-5298

Vehicle Information :

Vehicle 1 : 2021-2021 VOLKSWAGEN GOLF GTI

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by vehicle assembly records, with input from the infotainment system supplier, as well as vehicle service records.

The recalled vehicles differ from vehicles that were not included in the recall because production records indicate that recalled vehicles were assembled with eMMC memory modules affected by the suspect manufacturing process, and vehicle service records indicate that the vehicles have not subsequently been re-flashed via an infotainment system update, which would resolve the issue.

GOLF GTI: 647

Production Dates : SEP 23, 2020 - DEC 22, 2020

VIN Range 1 : Begin : 3VW5T7AU2MM000069 End : 3VW6T7AU4MM011675 Not sequential

Vehicle 2 : 2021-2021 VOLKSWAGEN JETTA GLI

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by vehicle assembly records, with input from the infotainment system supplier, as well as vehicle service records.

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JETTA GLI: 377

Production Dates : SEP 23, 2020 - FEB 11, 2022

VIN Range 1 : Begin : 3VW5T7BUXMM000111 End : 3VW6T7BU9MM092252 Not sequential

Vehicle 3 : 2022-2022 VOLKSWAGEN TIGUAN PA

Vehicle Type :

Body Style :

Power Train : NR

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TIGUAN PA: 1295

Production Dates : AUG 04, 2021 - JAN 27, 2022

VIN Range 1 : Begin : 3VVCB7AX0NM000324 End : 3VV2B7AX3NM066216 Not sequential

Vehicle 4 : 2021-2022 VOLKSWAGEN ATLAS CROSS SPORT

Vehicle Type :

Body Style :

Power Train : NR

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ATLAS CROSS SPORT: 6786

Production Dates : JUL 15, 2020 - FEB 10, 2022

VIN Range 1 : Begin : 1V2JE2CA9MC200030 End : 1V2HC2CAXNC211561 Not sequential

Vehicle 5 : 2021-2022 VOLKSWAGEN ATLAS FL

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by vehicle assembly records, with input from the infotainment system supplier, as well as vehicle service records.

The recalled vehicles differ from vehicles that were not included in the recall because production records indicate that recalled vehicles were assembled with eMMC memory modules affected by the suspect manufacturing process, and vehicle service records indicate that the vehicles have not subsequently been re-flashed via an infotainment system update, which would resolve the issue.

ATLAS FL: 12578

Production Dates : JUN 15, 2020 - FEB 08, 2022

VIN Range 1 : Begin : 1V2TP2CA4MC504935 End : 1V2FR2CA1NC520695 Not sequential

Vehicle 6 : 2021-2021 VOLKSWAGEN JETTA NF

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by vehicle assembly records, with input from the infotainment system supplier, as well as vehicle service records.

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JETTA NF: 1100

Production Dates : OCT 01, 2020 - JAN 14, 2022

VIN Range 1 : Begin : 3VWE57BU4MM000082 End : 3VWE57BU2MM092308 Not sequential

Vehicle 7 : 2022-2022 VOLKSWAGEN JETTA PA

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by vehicle assembly records, with input from the infotainment system supplier, as well as vehicle service records.

The recalled vehicles differ from vehicles that were not included in the recall because production records indicate that recalled vehicles were assembled with eMMC memory modules affected by the suspect manufacturing process, and vehicle service records indicate that the vehicles have not subsequently been re-flashed via an infotainment system update, which would resolve the issue.

JETTA PA: 1

Production Dates : APR 19, 2022 - APR 19, 2022

VIN Range 1 : Begin : 3VW2T7BU2NM013830 End : 3VW2T7BU2NM013830 Not sequential

Vehicle 8 : 2021-2021 VOLKSWAGEN ARTEON FL

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by vehicle assembly records, with input from the infotainment system supplier, as well as vehicle service records.

The recalled vehicles differ from vehicles that were not included in the recall because production records indicate that recalled vehicles were assembled with eMMC memory modules affected by the suspect manufacturing process, and vehicle service records indicate that the vehicles have not subsequently been re-flashed via an infotainment system update, which would resolve the issue.

ARTEON FL: 685

Production Dates : SEP 23, 2020 - JUL 29, 2021

VIN Range 1 : Begin : WVWTR7AN6ME002088 End : WVWAR7AN6ME013602 Not sequential

Vehicle 9 : 2022-2022 VOLKSWAGEN TAOS

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by vehicle assembly records, with input from the infotainment system supplier, as well as vehicle service records.

The recalled vehicles differ from vehicles that were not included in the recall because production records indicate that recalled vehicles were assembled with eMMC memory modules affected by the suspect manufacturing process, and vehicle service records indicate that the vehicles have not subsequently been re-flashed via an infotainment system update, which would resolve the issue.

TAOS: 2882

Production Dates : MAR 26, 2021 - DEC 26, 2021

VIN Range 1 : Begin : 3VVLX7B24NM000265 End : 3VVPX7B26NM049906 Not sequential

Vehicle 10 : 2021-2021 VOLKSWAGEN TIGUAN LWB

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by vehicle assembly records, with input from the infotainment system supplier, as well as vehicle service records.

The recalled vehicles differ from vehicles that were not included in the recall because production records indicate that recalled vehicles were assembled with eMMC memory modules affected by the suspect manufacturing process, and vehicle service records indicate that the vehicles have not subsequently been re-flashed via an infotainment system update, which would resolve the issue.

TIGUAN LWB: 16740

Production Dates : SEP 02, 2020 - DEC 04, 2021

VIN Range 1 : Begin : 3VV2B7AX5MM000166 End : 3VV3B7AX1MM160114 Not sequential

Description of Noncompliance :

Description of the Noncompliance : The manufacturing process of the eMMC memory module may cause the rearview camera image not to display in specific use cases.

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

Description of the Safety Risk : A rearview camera that does not display an image reduces the driver's rear view, increasing the risk of a crash.

Description of the Cause : The manufacturing process of the eMMC memory module in affected units involved flashing software to the chip prior to soldering it to the PCB. Modules made via this process, with a specific type of chip, were found to potentially cause the rearview camera image not to display in specific use cases.

Identification of Any Warning that can Occur : NONE

Involved Components :

Component Name 1 : MIB3

Component Description : Radio

Component Part Number : 3G5035842 3G5035842A with a software level up to 0805

Supplier Identification :

Component Manufacturer

Name : Volkswagen de Mexico

Address : Autopista Mexico Puebla Km 116
Cautlancingo 72700

Country : NR

Chronology :

November 2021: For a certain type of eMMC memory module, flashing software to the chip prior to soldering it to the PCB was found to be causing an undervoltage in certain affected units. Internal testing indicated it may affect rearview camera activation during a narrow time window and under certain specific use conditions. Topic was identified for further investigation.

February 2022-April 2022: Volkswagen reviewed warranty claims and other available field data to identify whether there were any attributable claims. None were found that were clearly attributed to this issue.

Additional tests were conducted to determine whether the undervoltage issue only affected certain software versions or if there were any other defined characteristics of vehicles affected by the undervoltage issue.

Results were inconclusive, thus, all vehicles with the specific eMMC memory module that were manufactured under the same suspect process were deemed to be potentially affected.

April 2022-June 2022: Despite no clear evidence of this rearview camera issue occurring on customer vehicles in the field, Volkswagen reviewed whether this issue affected compliance with FMVSS 111 based on the updated information from the foregoing.

July 13, 2022: The Volkswagen Product Safety Committee determines that the affected vehicles may not fully meet FMVSS 111 S5.5.6 under certain unlikely conditions. Hence, a voluntary non-compliance recall was decided.

Volkswagen is not aware of any warranty claims in the United States due to this issue.

Description of Remedy :

Description of Remedy Program : At no cost to customers, dealers will flash updated infotainment software into affected vehicles. Volkswagen will not offer a reimbursement program under this recall.

How Remedy Component Differs from Recalled Component : Flashing vehicles with updated infotainment software will remedy the undervoltage issue and allow rear view camera operation that complies with the requirements of FMVSS 111; Rear visibility.

Identify How/When Recall Condition was Corrected in Production : Vehicles produced on or after November 30, 2021 received a new flash of the then-current infotainment software and/or a different eMMC memory module that was not affected by the undervoltage issue. Where possible, vehicles produced before that date also received an updated software flash in the factory or port.

Recall Schedule :

Description of Recall Schedule : Dealers/owners: On or before September 16, 2022

Planned Dealer Notification Date : SEP 16, 2022 - SEP 16, 2022

Planned Owner Notification Date : SEP 16, 2022 - SEP 16, 2022

* NR - Not Reported