

# Part 573 Safety Recall Report

# 22V-831

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

**Submission Date :** NOV 09, 2022

**NHTSA Recall No. :** 22V-831

**Manufacturer Recall No. :** 91EN



## Manufacturer Information :

## Population :

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

**Number of potentially involved :** 5

**Address :** 3800 Hamlin Road

**Estimated percentage with defect :** 2 %

Auburn Hills MI 48326

**Company phone :** 1-800-893-5298

## Vehicle Information :

**Vehicle 1 :** 2016-2016 VOLKSWAGEN GOLF R

**Vehicle Type :**

**Body Style :**

**Power Train :** NR

**Descriptive Information :** The recall population was determined by production records. The recalled products differ from products that were not included in the recall because the recalled parts have an incorrect software level.  
GOLF R: 5

**Production Dates :** MAY 23, 2015 - JUN 15, 2015

**VIN Range 1 :** Begin : WVWUF7AU7GW001311 End : WVWLF7AU0GW003431  Not sequential

## Description of Noncompliance :

**Description of the Noncompliance :** Incorrect windshield wiper (front) software was installed during vehicle production and, in rare cases, the wipers may not be activated due to a software fault. This poses a non-compliance with FMVSS 104.

**FMVSS 1 :** 104 - Windshield wiping and washing systems

**FMVSS 2 :** NR

**Description of the Safety Risk :** If the windshield wipers cannot be activated, it may lead to reduced visibility for the driver and may increase the risk of a crash.

**Description of the Cause :** Body control modules with incorrect software level had not been correctly identified and therefore were installed in series production.

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

## Involved Components :

Component Name 1 : Software for body control module

Component Description : Software for body control module

Component Part Number : SW level 0172

## Supplier Identification :

### Component Manufacturer

Name : Volkswagen AG

Address : Berliner Ring 2

Wolfsburg Foreign States 38440

Country : Germany

## Chronology :

May 2022: An internal audit indicated that potentially incorrect software versions at certain body control modules may not be compliant with local regulations. Investigation started.

May - August 2022: Analysis of potential field claims related to this topic, regulatory evaluation ongoing. Evaluation of potential consequence of software failure.

08/31/2022: Topic was presented in Volkswagen's Product Safety Committee. Potential field claims were presented but couldn't be confirmed to be related to software topic. More details for regulatory evaluation requested.

11/02/2022: Topic was presented to Volkswagen's Product Safety Committee. An evaluation of the potentially related 3 claims showed no safety relevance, Out of abundance of caution a non-compliance recall was decided.

## Description of Remedy :

Description of Remedy Program : At no cost to customers, dealers will update the body control module software. Volkswagen will offer a reimbursement plan under this recall.

How Remedy Component Differs from Recalled Component : The body control module will be updated to the latest software level. The recalled software has the level 0172.

Identify How/When Recall Condition was Corrected in Production : The correct software was implemented in the body control module in May 2015.

## Recall Schedule :

Description of Recall Schedule : Dealers/owners: On or before January 06, 2023

Planned Dealer Notification Date : JAN 06, 2023 - JAN 06, 2023

Planned Owner Notification Date : JAN 06, 2023 - JAN 06, 2023

\* NR - Not Reported