

Part 573 Safety Recall Report

23V-215

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : SEP 29, 2023

NHTSA Recall No. : 23V-215

Manufacturer Recall No. : 69FB



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 : 143,053

Estimated percentage with defect : 3 %

Vehicle Information :

Vehicle 1 : 2021-2021 VOLKSWAGEN ATLAS FL

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : -The recall population was determined by evaluation of field data. The vehicles included in this recall have been built during production windows where the field data shows an increased failure rate, indicating that deviations in the quality of the parts could be present. For vehicles outside this recall the field data is not indicating that such deviations have been present.

ATLAS FL: 1

Production Dates : JUL 17, 2019 - JUL 17, 2019

VIN Range 1 : Begin : 1V2APZCA4MC500030 **End :** 1V2APZCA4MC500030 ☐ Not sequential

Vehicle 2 : 2020-2020 VOLKSWAGEN ATLAS CROSS SPORT

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by evaluation of field data. The vehicles included in this recall have been built during production windows where the field data shows an increased failure rate, indicating that deviations in the quality of the parts could be present. For vehicles outside this recall the field data is not indicating that such deviations have been present.

ATLAS CROSS SPORT: 15

Production Dates : APR 19, 2019 - JUL 24, 2019

VIN Range 1 : Begin : 1V2EC2CA8LC200087 **End :** 1V2EE2CA9LC200156 ☒ Not sequential

Vehicle 3 : 2018-2020 VOLKSWAGEN ATLAS

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by evaluation of field data. The vehicles included in this recall have been built during production windows where the field data shows an increased failure rate, indicating that deviations in the quality of the parts could be present. For vehicles outside this recall the field data is not indicating that such deviations have been present.

ATLAS: 143,037

Production Dates : AUG 19, 2016 - AUG 30, 2019

VIN Range 1 : Begin : 1V2NR2CAZJC500028 End : 1V2DP2CA8LC500079 ☒ Not sequential

Description of Defect :

Description of the Defect : The affected vehicles are equipped with a passenger occupant detection system (also known as Body Sense) in the front passenger seat. On these vehicles, the system is integrated into the seat heating and controls the activation of the passenger frontal airbag. The seat heating is connected to the Body Sense control unit under the front passenger seat via a wire. If the wire has a contact fault, it may cause the passenger occupant detection system (PODS) to detect a malfunction and switch off the passenger airbag, even though the seat may be occupied. As designed, a warning light in the instrument panel comes on together with an acoustic warning sound and an error message is displayed in the instrument panel.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In the event of a crash with frontal airbag deployment, there would be an increased risk of injury to the occupant seated in the front passenger seat if the passenger frontal airbag is switched off or not working. Until the recall repair has been performed, owners are advised to avoid use of the front passenger seat whenever possible.

Description of the Cause : A contact fault may occur at the cable connecting the seat heater to the passenger occupant detection system (PODS) control unit. This may cause the diagnostic system of the PODS to detect a fault and the PODS being deactivated.

Identification of Any Warning that can Occur : Should a malfunction occur, vehicle occupants will be alerted of a PODS system problem by illumination of the airbag warning light, an acoustic warning sound, an error message displayed in the instrument cluster and by the status of the Passenger Airbag OFF indicator light. In this case the owner should take the vehicle as soon as possible to an authorized Volkswagen dealership for inspection/repair.

Involved Components :

Component Name 1 : Passenger Occupant Detection System

Component Description : Seat heating mat including connecting cable

Component Part Number : 3CN.963.556/3CN.963.556.A/3CN.963.556.C

Component Name 2 : Passenger Occupant Detection System

Component Description : Seat wiring harness for Atlas vehicles

Component Part Number : 3CN.971.392/3CN.971.392.A/3CN.971.392.B/3CN.971.392.C

Component Name 3 : Passenger Occupant Detection System

Component Description : Seat wiring harness for Atlas Cross Sport vehicles

Component Part Number : 3CM.971.392/3CM.971.392.A/3CN.971.392.C/3CM.917.392.
D/3CN.971.392/3CN.971.392.A

Supplier Identification :**Component Manufacturer**

Name : Volkswagen Group of America

Address : 3800 Hamlin Road
Auburn Hills Michigan 48326

Country : United States

Chronology :

Amended 07/27/2023: Volkswagen has 1,139 warranty claims dating from SOP- November 2017, and 2,725 warranty claims dating from June 2018-August 2019 for a total of 3,864 claims.

Please see supplemental document with Chronology

Description of Remedy :

Description of Remedy Program : Volkswagen dealers will replace the PODS sensor mat and wiring harness free of charge.

Volkswagen will offer a reimbursement plan under this recall.

How Remedy Component Differs from Recalled Component : The remedy components are improved parts.

Identify How/When Recall Condition was Corrected in Production : End of October 2020: a new cable with spiral shield was introduced.

Recall Schedule :

Description of Recall Schedule : Dealers/Owners: On or before May 26, 2023

Planned Dealer Notification Date : MAY 26, 2023 - MAY 26, 2023

Planned Owner Notification Date : MAY 26, 2023 - MAY 26, 2023

* NR - Not Reported