

Part 573 Safety Recall Report

23V-436

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : JUN 21, 2023

NHTSA Recall No. : 23V-436

Manufacturer Recall No. : 93S7



Manufacturer Information :

Population :

Manufacturer Name : Volkswagen Group of America, Inc.

Number of potentially involved : 4

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 ID4

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by parts sales records. The recalled products differ from products that were not included in the recall because they contain software not released for the US market.
ID4: 4

Production Dates : APR 14, 2022 - JUN 28, 2022

VIN Range 1 : Begin : WVGUNPE26NP038915 **End :** WVGUNPE23NP055784 Not sequential

Description of Noncompliance :

Description of the Noncompliance : Vehicles included in this recall have received a replacement infotainment central control unit that contained software that was not released for the U.S. market. Because of this, it is possible for the rearview camera image to be delayed or deactivated when the vehicle is put into reverse.

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

Description of the Safety Risk : A rearview camera with a delayed or deactivated image may reduce the driver's visibility of what is behind the vehicle, increasing the risk of a crash or injury to people outside the vehicle.

Description of the Cause : A replacement infotainment central control unit that contained software that was not released for the U.S. market was installed when the vehicle was repaired.

Identification of Any Warning that can Occur : none

Involved Components :

Component Name 1 : ICAS3

Component Description : Central Control Unit Infotainment

Component Part Number : 10A.035.842.H

Component Name 2 : ICAS3

Component Description : Central Control Unit Infotainment

Component Part Number : 10A.035.842.J <= this is the correct part number for the US

Supplier Identification :

Component Manufacturer

Name : Volkswagen Group of America

Address : 3800 Hamlin Road
Auburn Hills Michigan 48326

Country : United States

Chronology :

May 15, 2023: Received notice that a single vehicle in the field contained an implausible software version that had not been released in the US.

CW21-CW23 2023: Conducted further analysis of the software status on the single vehicle identified, its diagnosis protocols, and its repair history. Based on analysis findings, identified three other possibly affected vehicles in the field.

June 05, 2023: Implausible software versions found in the field were confirmed to contain software relevant to rearview camera performance.

June 14, 2023: Topic was presented in the Volkswagen Product Safety Committee and a noncompliance recall was decided.

Description of Remedy :

Description of Remedy Program : At no cost to customers, Volkswagen dealers will perform a software update to install the correct version. Volkswagen will not offer a reimbursement plan under this recall.

How Remedy Component Differs from Recalled Component : The remedy component is software which is the U.S. compliant software version.

Identify How/When Recall Condition was Corrected in Production : Not applicable, because this did not occur during production, but rather occurred at dealers when the affected vehicles were in for repair.

Recall Schedule :

Description of Recall Schedule : Dealers/Owners: On or before August 18, 2023

Planned Dealer Notification Date : AUG 18, 2023 - AUG 18, 2023

Planned Owner Notification Date : AUG 18, 2023 - AUG 18, 2023

* NR - Not Reported