

Part 573 Safety Recall Report

24V-344

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : MAY 15, 2024

NHTSA Recall No. : 24V-344

Manufacturer Recall No. : 919A



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 : 79,953

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2021-2023 VOLKSWAGEN ID4

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by field data records. Vehicles included in the recall are equipped with software versions prior to the introduction of certain bug fixes and robustness improvements.

Vehicles not included in the recall already have updated software versions.

Estimated percentage with defect: less than 1%

Production Dates : MAR 06, 2020 - NOV 02, 2023

VIN Range 1 : Begin : WVGDMPPE25MP000464 End : 1V2JNPE80PC049686

Not sequential

Description of Noncompliance :

Description of the Noncompliance : Certain software characteristics in affected software versions may lead to vehicles experiencing center displays and dashboard displays that do not boot, or that sporadically reset. This can result in loss of speedometer information or loss of rearview camera image. As a result, these vehicles fail to comply with FMVSS No. 101 and 111.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : 111 - Rear visibility

Description of the Safety Risk : If the rear view camera display is delayed or not displaying an image, there is an increased risk of crash or injury when the vehicle is backing up. If the instrument panel display is not working or reboots, the driver would not be able to see important vehicle information (such as the vehicle speed) which could result in an increased risk of a crash.

Description of the Cause : Certain software characteristics in affected software versions may lead to vehicles experiencing center displays and dashboard displays that do not boot, or that sporadically reset.

Identification of Any Warning None
that can Occur :

Involved Components :

Component Name 1 : Control unit/infotainment module

Component Description : Control unit/infotainment module

Component Part Number : 10A.035.8**.*

Supplier Identification :

Component Manufacturer

Name : LG Electronics

Address : NR

Mlawa Foreign States 06-500

Country : Poland

Chronology :

April 28, 2023: Agenda item added to Quarterly Meeting by the NHTSA triggered analysis into the topic. Root cause analysis started.

May 24, 2023: Topic was first presented in the VWAG Product Safety Committee. The failure modes certain potential software bugs were identified that could potentially lead to these failure modes. Some known bugs were already fixed in an earlier software version (SW 0561). Duration of unwanted behavior after resets unclear.

May 24, 2023: Quarterly meeting with the NHTSA where the topic of instrument panel failures was discussed.

June 14, 2023: Topic was presented again in the VWAG Product Safety Committee. Definitive root cause in the requested VOQ field vehicles could not be established. Duration of unwanted behavior after resets and differences between the software version presented and discussed.

July 25, 2023: Volkswagen discussed rollout strategy with the NHTSA and provided detailed technical explanation of known root causes presented. It was confirmed that highly sporadic faults based on diverse root causes will be fixed, either directly if identifiable or by robustness measures.

February 28, 2024: The topic and a planned software rollout in the field were presented to the NHTSA in the Quarterly Meeting.

April 16, 2024: The NHTSA conveyed its position that the failures affect FMVSS compliance and need to be addressed by a recall.

May 08, 2024: The VWAG Product Safety Committee reviewed the current all the current and past results from the activities and the input from the NHTSA and decided to conduct a non-compliance recall. Volkswagen is

aware of 354 warranty claims dating from 04/18/2023-02/27/2024.
Volkswagen is not aware of any crashes or injuries related to this issue.

Description of Remedy :

Description of Remedy Program : To correct the non-compliance, a software update will be provided free of charge.

Volkswagen will offer a reimbursement plan under this recall.

How Remedy Component Differs from Recalled Component : The updated software will contain certain bug fixes and robustness improvements to prevent software resets and rearview camera/dashboard display issues.

Identify How/When Recall Condition was Corrected in Production : Updated software introduced into production as of CW24, 2023.

Recall Schedule :

Description of Recall Schedule : Dealers: on or before May 17, 2024; Owner notice: on or before July 12, 2024.

Planned Dealer Notification Date : MAY 17, 2024 - MAY 17, 2024

Planned Owner Notification Date : JUL 12, 2024 - JUL 12, 2024

* NR - Not Reported