

Part 573 Safety Recall Report

24V-480

Manufacturer Name : Volkswagen Group of America, Inc.**Submission Date :** JUN 27, 2024**NHTSA Recall No. :** 24V-480**Manufacturer Recall No. :** 91US**Manufacturer Information :****Population :**

Manufacturer Name : Volkswagen Group of America, Inc.

Number of potentially involved : 84,432

Address : 3800 Hamlin Road

Estimated percentage with defect : 100 %

Auburn Hills MI 48326

Company phone : 1-800-893-5298

Vehicle Information :

Vehicle 1 : 2022-2024 VOLKSWAGEN GOLF R

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records and field data. The vehicles included in this recall have been equipped with one of the software versions (1890/ 1896/ 1898/ 1899/ 1900/ 1939/ 1940/ 1941) in the infotainment system that may not be compliant to FMVSS 111.

Vehicles not included in this recall are built with the SW version 1969 that is compliant to FMVSS 111.

GOLF R: 4757

Production Dates : SEP 09, 2021 - FEB 10, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2022-2024 VOLKSWAGEN GOLF GTI

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records and field data. The vehicles included in this recall have been equipped with one of the software versions (1890/ 1896/ 1898/ 1899/ 1900/ 1939/ 1940/ 1941) in the infotainment system that may not be compliant to FMVSS 111.

Vehicles not included in this recall are built with the SW version 1969 that is compliant to FMVSS 111.

GOLF GTI: 7979

Production Dates : SEP 09, 2021 - JAN 18, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2024-2024 VOLKSWAGEN ATLAS

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records and field data. The vehicles included in this recall have been equipped with one of the software versions (1890/ 1896/ 1898/ 1899/ 1900/ 1939/ 1940/ 1941) in the infotainment system that may not be compliant to FMVSS 111.

Vehicles not included in this recall are built with the SW version 1969 that is compliant to FMVSS 111.

ATLAS: 46024

Production Dates : APR 04, 2023 - MAR 16, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 4 : 2024-2024 VOLKSWAGEN ATLAS CROSS SPORT

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records and field data. The vehicles included in this recall have been equipped with one of the software versions (1890/ 1896/ 1898/ 1899/ 1900/ 1939/ 1940/ 1941) in the infotainment system that may not be compliant to FMVSS 111.

Vehicles not included in this recall are built with the SW version 1969 that is compliant to FMVSS 111.

ATLAS CROSS SPORT: 25672

Production Dates : DEC 14, 2022 - MAR 04, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Noncompliance :

Description of the Noncompliance : On the affected vehicles, the rearview camera image may be delayed or deactivated after shifting into reverse. As a result, the rearview camera image may not meet the response time requirement of Federal Motor Vehicle Safety Standard No. 111, Rear Visibility.

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

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

Description of the Cause : Various software errors may lead to a delay or blackscreen of the rearview image or the system may not start up at all.

Identification of Any Warning NONE
that can Occur :

Involved Components :

Component Name 1 : MIB3 OI 37W Legacy

Component Description : Central Unit

Component Part Number : 5H0.035.877.XX

Component Name 2 : MIB3 OI 37W Legacy

Component Description : Central Unit

Component Part Number : 5H0.035.842.XX

Supplier Identification :

Component Manufacturer

Name : LG Electronics (Poland)

Address : Otto-Volger-Str. 1

Sulzbach a. Ts Foreign States 65843

Country : Germany

Chronology :

August 2023: NHTSA inquiry regarding the rearview camera in 2022 model year Volkswagen Golf vehicles.

September 2023: Analysis within VWGoA and VWAG.

October 2023: Presentation of the analysis results of the rearview camera in 2022 model year Volkswagen Golf vehicles at the NHTSA quarterly meeting.

CW49/2023: Priority Customer Complaint submitted for 2024 model year Volkswagen Atlas regarding various rearview image complaints.

CW50/2023: Software 1969 for MB3 Optional Infotainment (OI) was developed for various robustness improvements to the system generally.

CW05/24: Publication of the TPI for SW1969 OI.

April 2024: NHTSA inquiry regarding the rearview camera in 2023 model year Volkswagen Golf 8 vehicles.

Analysis of rearview camera system of 2023 model year Volkswagen Golf 8 vehicles started.

June 2024: Analysis found no systematic issue in the rearview camera components. Ongoing analysis is focused on the infotainment system software.

June 19, 2024: The topic was discussed in the Volkswagen Product Safety Committee, and the Committee decided a non-compliance recall for the optional infotainment system and to conduct additional field analysis using measuring equipment in vehicles with entry infotainment system.

As of June 19, 2024, Volkswagen has received 499 warranty claims dating between March 9, 2023 – May 31, 2024 regarding this topic. Volkswagen has not received any reports of a crash or injury due to this topic.

Description of Remedy :

Description of Remedy Program : A software update for the infotainment system will be provided at no cost to owners.

Volkswagen will offer a reimbursement plan under this recall.

How Remedy Component Differs from Recalled Component : The remedy components have SW version 1969 which contains fixes to the known and reproducible software errors that may lead to a non-compliance to FMVSS111.

Identify How/When Recall Condition was Corrected in Production : Golf models corrected in production as of 12/19/2023
Atlas models corrected in production as of 02/19/2024

Recall Schedule :

Description of Recall Schedule : Dealers: on or before June 28, 2024 / Owners on or before August 23, 2024

Planned Dealer Notification Date : JUN 28, 2024 - JUN 28, 2024

Planned Owner Notification Date : AUG 23, 2024 - AUG 23, 2024

* NR - Not Reported