



VOLKSWAGEN DEALER COMMUNICATION

Advance Notice – Compliance Recall 91B3 / TopView Camera (Rear Camera) Non-Compliance

This notice is for: All Dealer Personnel

Date: November 21, 2024

Issue: On the affected vehicles, after shifting into reverse or manually activating the parking function, the rearview camera image may not be displayed. The rearview camera image may not meet the response time required under federal regulations. A rearview camera image that does not display 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.

Precautions: In the potentially affected vehicles, the system may display an information indicating that the rearview camera is not available. If this happens, customers are advised to contact an authorized Volkswagen dealer without delay to have the vehicle condition diagnosed.

- Repair:**
- REPAIR NOT YET AVAILABLE
 - Until the recall remedy becomes available, dealers should diagnose customer vehicle concerns and perform repairs, if needed, following existing repair procedures. This work cannot be billed/claimed against the recall.
 - Dealers and owners will be notified in writing once the remedy is available.
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2023	2023	ID.4	385
CAN	2023	2023	ID.4	303

**Counts reflect overall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.*

Notes:

IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

-END OF MESSAGE-

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.