



# Compliance Recall

## Code: 91US

Over-the-Air (OTA) Software Update Available	
USA	YES
CANADA	YES

### Subject Infotainment System Software

#### Document History

Date	Summary
10/04/2024	Added availability of Over-the-Air (OTA) flash capability
06/28/2024	Original publication

#### Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2024	2024	ATLAS CROSS SPORT	25,672
USA	2024	2024	ATLAS	46,024
USA	2022	2024	GOLF GTI	7,979
USA	2022	2024	GOLF R	4,757
CAN	2024	2024	ATLAS CROSS SPORT	2,406
CAN	2024	2024	ATLAS	4,805
CAN	2022	2024	GOLF GTI	4,129
CAN	2022	2024	GOLF R	2,222

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.

- ✓ Campaign status must show "open."
- ✓ If ELSA shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.

#### Problem Description

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 required by government regulations. 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.

#### Corrective Action

Dealers should update vehicles according to the repair instructions in this circular.

Customer-owned vehicles will be eligible to receive this software update free of charge via Over-the-Air (OTA) without the need for a special dealership visit. Vehicles eligible for an OTA update will receive notification in the vehicle's infotainment system when the OTA version of this update becomes available. Owners can then follow the on-screen prompts to proceed with software download and installation.

#### Code Visibility

On June 28, 2024, the campaign code was applied to affected vehicles.

#### Owner Notification

Owner notification for the in-dealer remedy took place in July 2024. Owner letter examples are included in this bulletin for your reference.

Owner notification for the OTA availability will take place via email beginning in October 2024.

## Additional Information

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

### **IMPORTANT REMINDER ON 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.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete.

*Labels can be ordered at no cost via the Compliance Label Ordering portal at [www.vwvhub.com](http://www.vwvhub.com).*

## Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the ELSA screen print showing action open on the day of repair to the repair order.

If a customer declines campaign work, refer to the "Customer Declines Campaign/Update Repair" section in the Campaign/Update Policy and Procedures Manual.

<b>Service Number</b>	91US		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	WWO		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark labor as causal		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action.  Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the current loaner/mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.		
<b>Criteria I.D.</b>	01		
	Check infotainment system software. Software level is current. No software update was required.		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0183 00 99	10	Check infotainment system software level. No software update required.
<b>OR</b>	Check infotainment system software. Software version is not current. Perform software update.		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	9193 25 99	30	Update software via USB
	0150 00 10	SEE ELSA	GFF/Guided Functions ( <i>setup + battery charger</i> )
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided Functions ( <i>perform documentation SVM code</i> )

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**NHTSA:** 24V480

**Subject: Compliance Recall 91US – Infotainment System Software**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that certain 2022-2024 model year Volkswagen vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 111, *Rear Visibility*. Our records show that you are the owner of a vehicle affected by this action.

### **What is the issue?**

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 required by Federal Motor Vehicle Safety Standard No. 111, *Rear Visibility*. 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.

### **What will we do?**

To correct this noncompliance, your authorized Volkswagen dealer will update the infotainment system software. This work will take about one hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

### **What should you do?**

Please contact your authorized Volkswagen dealer without delay to schedule this recall work. To set up an appointment online, please visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer).

### **Additional Information**

- If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt.
- If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or sold the vehicle, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at [www.vw.com/contact](http://www.vw.com/contact) or by calling us at 800-893-5298.
- If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.
- To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit [www.vw.com/owners/recalls](http://www.vw.com/owners/recalls) and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.
- If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

We apologize for any inconvenience this matter may cause; however, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection

## Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Transport Canada Recall:** 2024-365

**Subject: Compliance Recall 91US – Infotainment System Software**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

### **What is the issue?**

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 required by Canada Motor Vehicle Safety Standard No. 111, *Mirrors and Rear Visibility Systems*. 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.

### **What will we do?**

To correct this noncompliance, your authorized Volkswagen dealer will update the infotainment system software. This work will take about one hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

### **What should you do?**

Please contact your authorized Volkswagen dealer without delay to schedule this recall work.

### **Additional Information**

- If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt.
- If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or sold the vehicle, or if you should have any questions about this communication, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at [www.vw.ca](http://www.vw.ca).
- If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

We apologize for any inconvenience this matter may cause; however, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection

## Required Tools

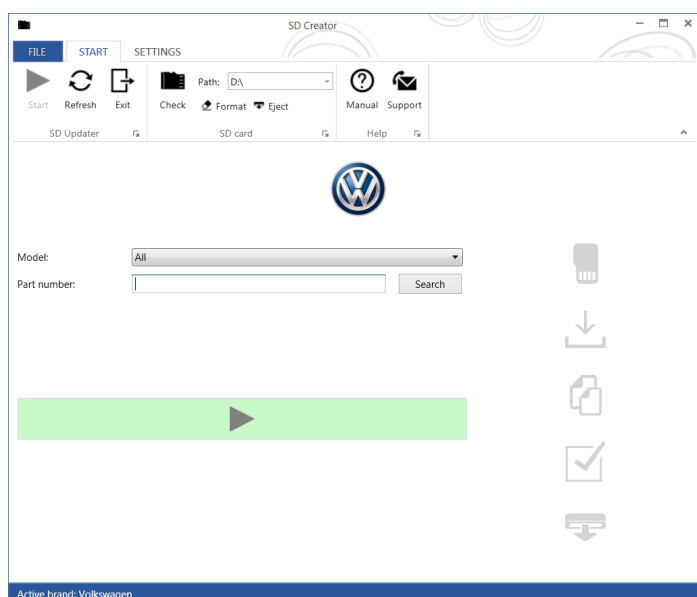


Battery Tester/Charger  
capable of **minimum 70  
Amp** continuous supply



Diagnostic Tester  
-VAS6150X/VAS6160X-  
(or equivalent)

## Required USB Drive



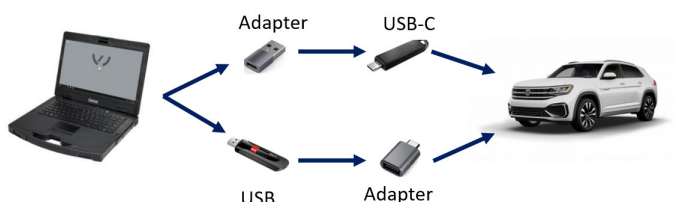
- The required software will have to be downloaded onto a USB (or USB-C) drive using the SD Creator program
- **Reference the latest version of TSB 2054866 for additional information on the use of the SD Creator program.**
- The software update file is approximately 10GB. Use the appropriately sized USB drive when creating the update drive.
- **Do not use USB drives over 32GB. If a USB drive larger than 32GB is used, the vehicle may not load the software update.**

### NOTE

- The required USB drives cannot be ordered via the parts ordering system, they must be created using the SD Creator program.
- The required USB drive is a servicing material. Therefore, the cost of the USB drive will not be reimbursed.
- The USB drive can be used for future software updates.

## Software Part Number

3G8.919.360.P



- The MIB3 system uses a USB-C input.
- If the software is downloaded onto a USB drive, a USB to USB-C adapter will be required.
- If the software is downloaded onto a USB-C drive, a USB-C to USB adapter will be required since the VAS tester does not have a USB-C drive.

## Repair Instruction


### Section A - Check for Previous Repair

#### TIP

If Campaign Completion label is present, no further work is required.

Applicable criteria ID(s)	Campaign/Action Status
01 	Open 

**EXAMPLE**

Campaign/Action	Start	Designation
	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

**EXAMPLE**

- Enter the VIN in Elsa and proceed to the "Campaign/Action" screen.

#### TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

#### CRITICAL REPAIR STEP

 **STOP!** 

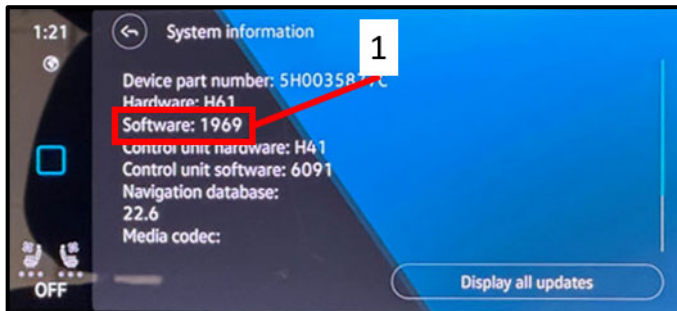
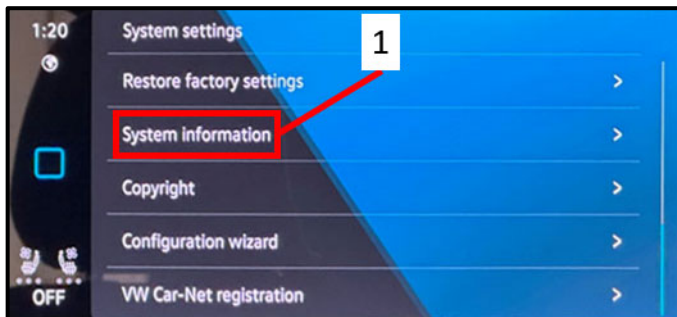
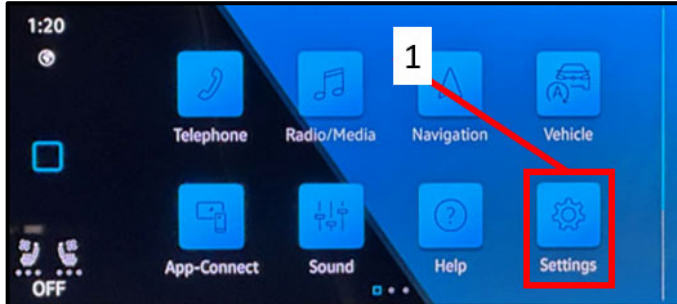
If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- All Safety Recalls must be completed prior to completing this campaign.**
- Proceed to Section B.**

## Section B – Check MIB3 (005F) Software Version

### NOTE

If the customer states their OTA failed, this in-dealer software update should be performed.



- Select the “Settings” option <1> from the home screen.

- Select the “System Information” option <1>.

- Check the current software version of the MIB3 system <1>.
- If software version is **1969** or higher:
  - No further work is required.
  - **Proceed to Section E.**
- If software version is lower than **1969**:
  - Update the MIB3 system via USB.
  - **Proceed to Section C.**

### IMPORTANT

If the MIB3 is to be updated, be sure to record the customer radio station presets as they may be erased during the flash.



## Section C – Update MIB3 (005F) Software

- Open the hood.
- Open the battery cover.
- Switch the ignition on.
- Apply the parking brake.
- Switch off all consumers (headlights, heated seats, climate control, etc.).
- Attach the battery charger to the vehicle battery.

### NOTE

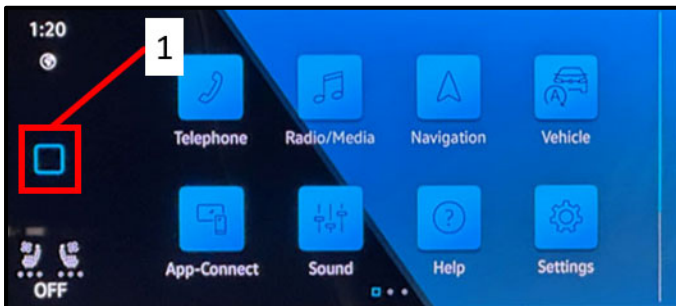
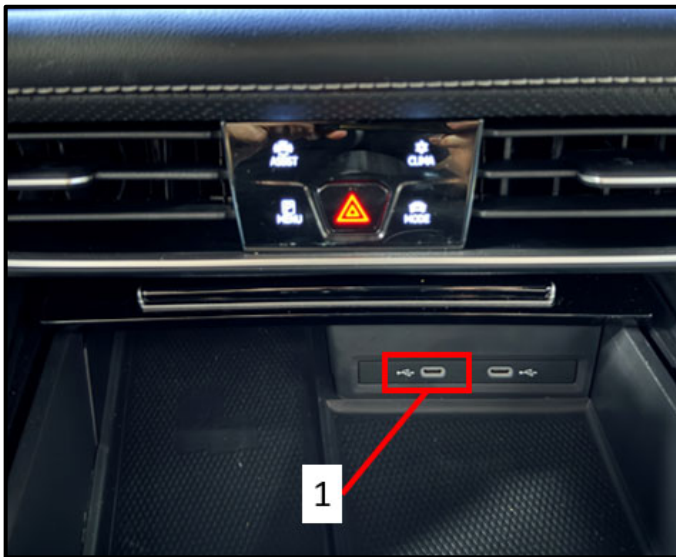
#### **Vehicles with Battery Monitoring Control Module -J367- and/or an EFB Battery:**

When connecting the charger to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. DO NOT connect the ground cable directly to negative terminal of the battery.

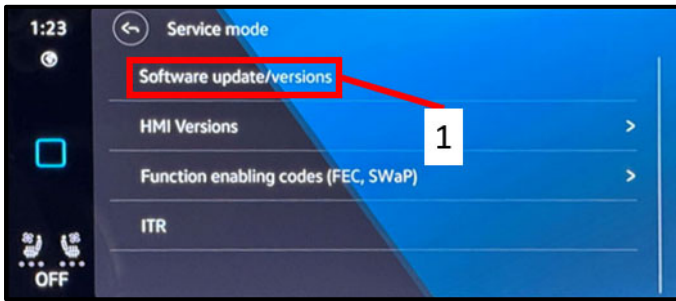
- Insert the update USB drive into the USB port <1>.

### NOTE

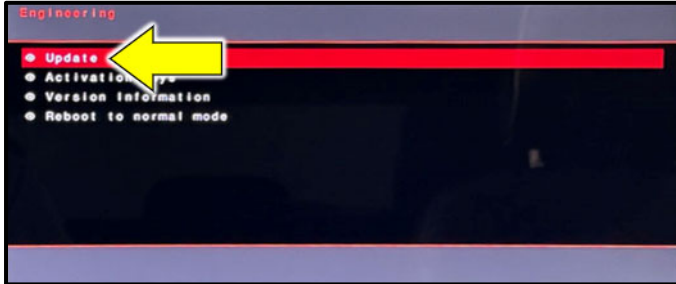
Atlas Cross Sport USB location shown. USB location is similar for other affected models.



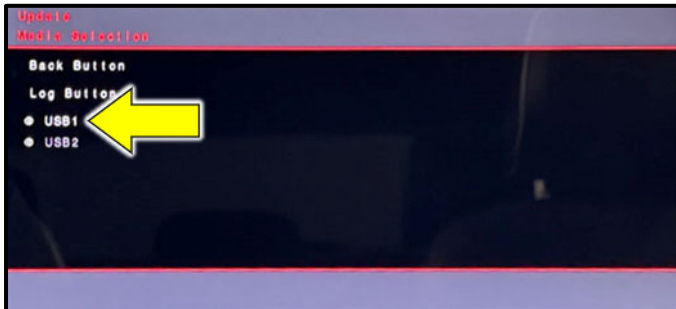
- Enter service mode by pressing and holding the home button <1>.



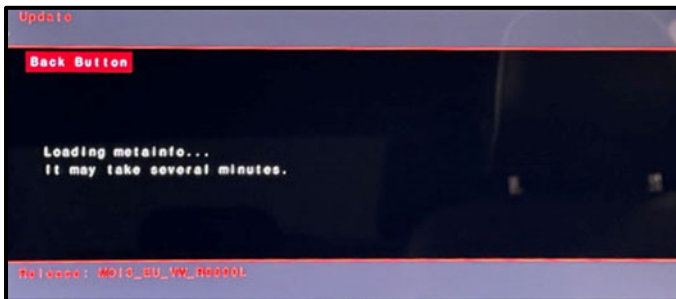
- Select the software update option <1>.
- Select the option to start the update when prompted.



- Select the option for "Update" <arrow>.

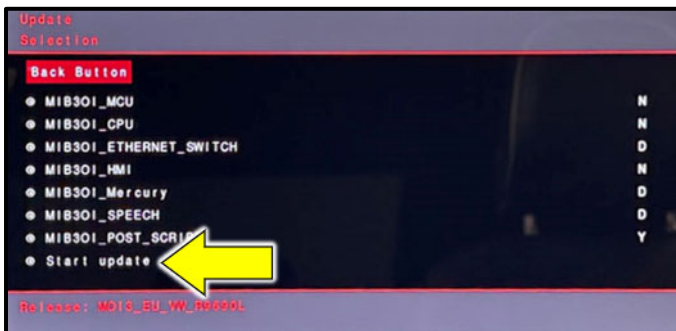


- Select the applicable USB port <arrow>.



#### NOTE

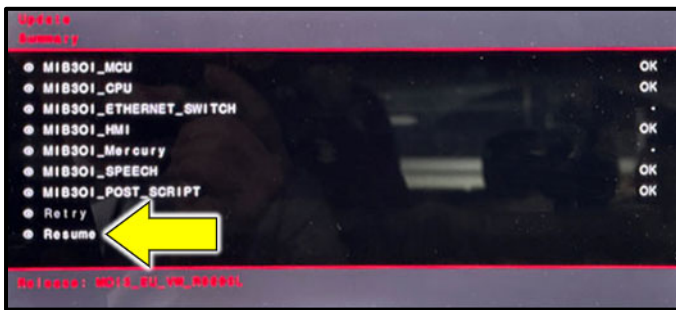
The software update may take several minutes to load.



- Select the "Start update" option <arrow>.
- Follow the on-screen prompts until the USB portion of the update is completed.

#### NOTE

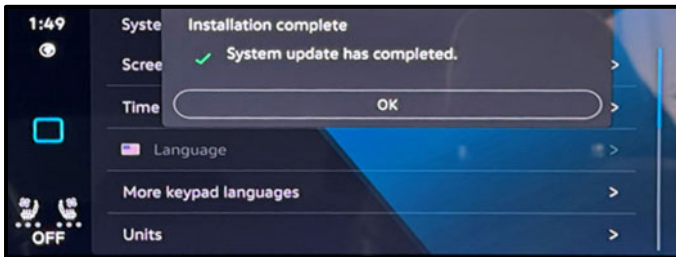
The screen may go blank a few times during the update. Also, there will be several warnings that appear in the instrument cluster. This is normal, do not attempt to cycle the ignition.



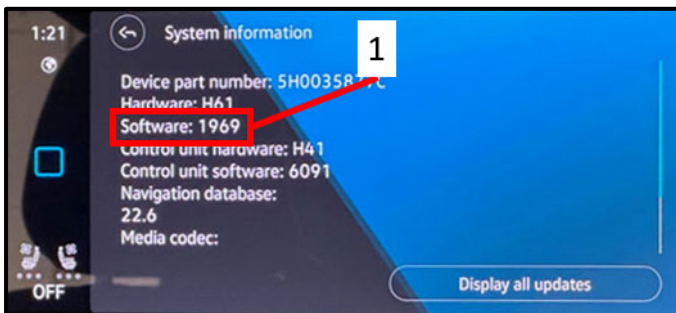
- Once the update has completed, select the “Resume” <arrow> option to exit.

#### NOTE

The infotainment system will reboot at this point and may take a few minutes to turn back on.



- When the “Installation complete” screen appears, select, “OK.”



- Select the “System information” option again under the “Settings” menu according to the prior instructions.
- Confirm the software has updated to version “1969”.
- Switch off the ignition.
- Remove the USB drive.
- If erased, store the customer’s radio station presets.

**Proceed to section D.**

## Section D – Documenting Software Change via SVM

### NOTE

**Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;**

- ✓ **The ODIS software is completely up to date.**
  - Refer to the “Current ODIS Service Version” circular found in Elsa2Go Service References.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
  - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
  - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
  - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **The VAS Diagnostics Interface MUST ONLY be connected to the tester with a USB cable.**
  - Performing a software update using a Bluetooth or WiFi connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth or WiFi.

### WARNING

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

### TIP

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2014603: *Software Version Management (SVM) Operating Instructions*.

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

**NOTE**

- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.

**NOTE**

- All campaign software updates must be completed during a single, standalone ODIS Diagnostic Session. You must fully complete this campaign and send all logs before beginning any other campaigns or operations.
- If there are any ODIS "Hot-Fix" patches installed, they must be removed from the scan tool before beginning this operation. ODIS "Hot-Fix" patches may affect the update process.

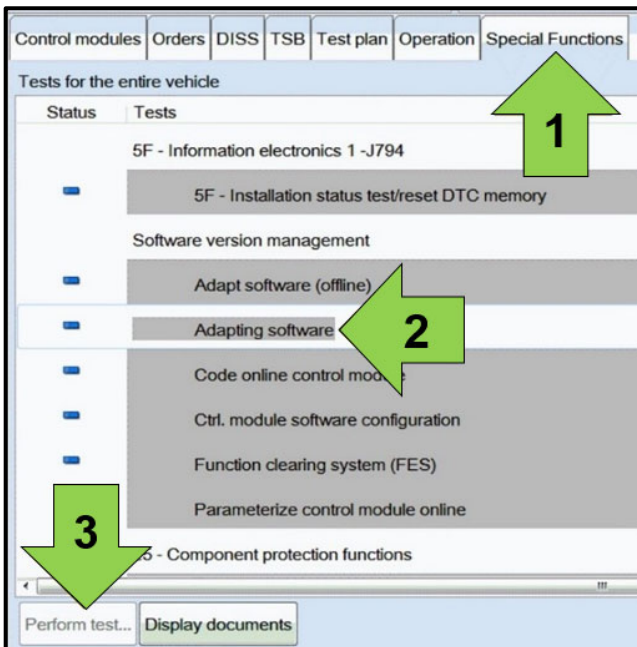
- Turn the hazards on.

**CAUTION**

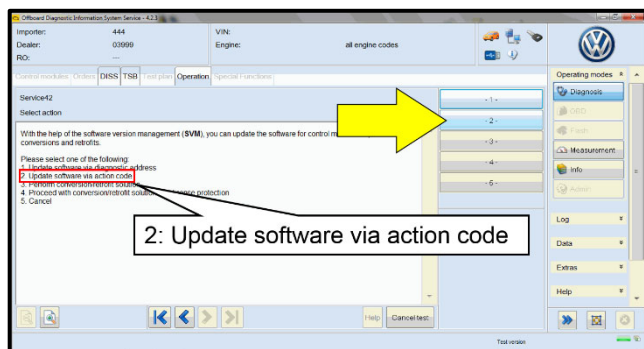
The procedure may cancel itself if the hazard warning lights are not switched on. The hazard warning lights prevent the system from switching to bus sleep mode during the update.



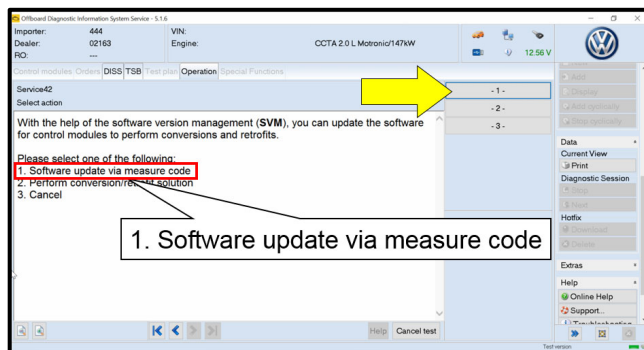
- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.
  - If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.
- Upon ODIS startup, verify the "Diagnosis" operating mode is selected <as shown>.
- Once the GFF scan is complete, select "Special functions" <arrow 1>, then "Adapting software" <arrow 2>, then select "Perform test" <arrow 3>.



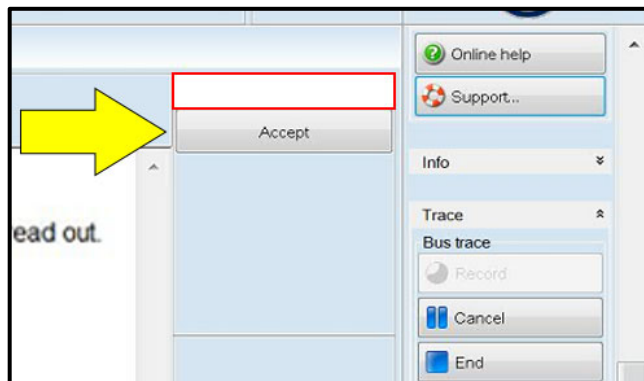




2: Update software via action code



1. Software update via measure code



- Select the correct option to “Update software via action code” OR “Software update via measured code”.

#### NOTE

The different options to perform the SVM operation may vary based on model.

#### NOTE

**Using Bluetooth or WiFi for this action is PROHIBITED!**

Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM flash process is not covered.

- Enter the corrective action code (SVM code) as listed below.

**SVM code**

**91US**

- Select “Accept” <arrow> and follow the on-screen prompts.

#### NOTE

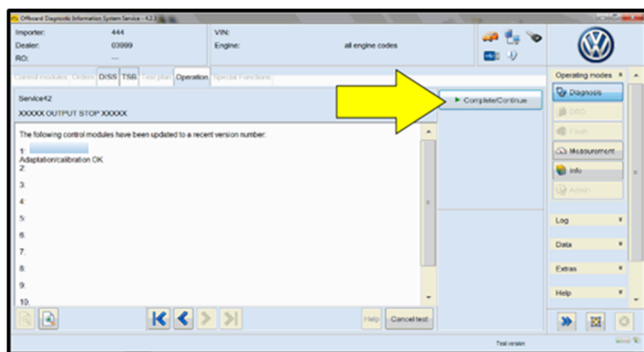
**If error code ERP0215 occurs:**

Possible cause:

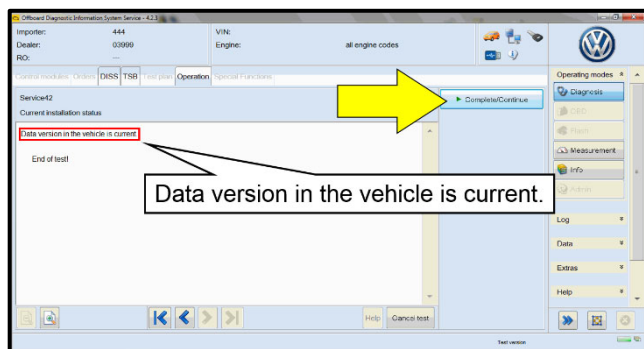
If the vehicle was scanned prior to running the SVM, the old module information for diagnostic address 005F will be stored in the scan tool.

Possible correction:

Manually identify diagnostic address 005F or start a new GFF session. Once completed, repeat the SVM.



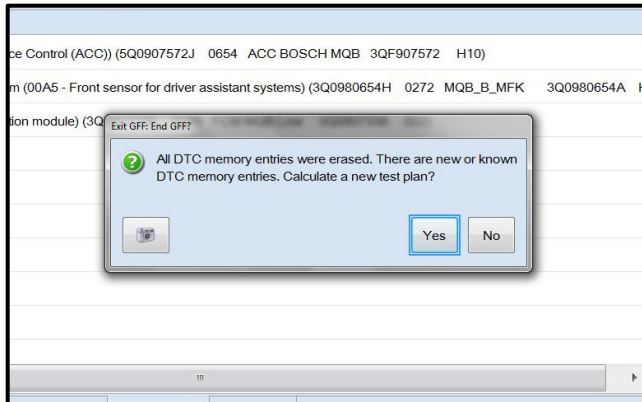
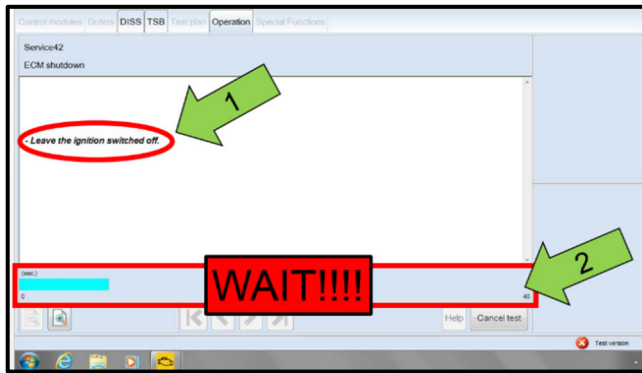
- Select Complete/Continue <arrow> after each operation is completed.



- When the SVM update is complete a confirmation message is displayed <as shown>.
- Select "Complete/Continue" <arrow>.

#### TIP

If the software in the vehicle is already current, a message may appear indicating this. If this occurs, complete the ODIS test plan and send the diagnostic protocol online.



#### NOTE

- It is **IMPERATIVE** that **ALL** of the ignition cycle on/off delay requests are fulfilled in their entirety during this flash process <arrow 1>.
- Failing to wait for the ignition on/off timing cycle to complete (progress bar and countdown timer <arrow 2>) before cycling the ignition on/off MAY damage a control module.
- Damage to control modules as a result of failing to wait the specified time displayed by the progress bar and countdown timer <arrow 2> are **NOT** covered under this action.

- Exit GFF and send diagnostic protocol online when prompted.

#### NOTE

Static communication faults may store in various control modules during the flash. These faults can only be cleared by following one of these steps:

- Drive the vehicle a short distance (around the parking lot, for example).
- After selecting "Yes", turn the ignition off for 30 seconds, turn it back on and repeat the GFF exit program.
- Clear faults using OBD (an additional key cycle may also be required).

- Release the parking brake.
- Disconnect the VAS tester.
- Switch off and disconnect the battery charger.
- Reinstall the battery cover.

**Proceed to Section E.**



## Section E – Campaign Completion Label

- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.

### TIP

Ensure Campaign Completion Label does not cover any existing label(s).