
From: Volkswagen of America
Sent: Wednesday, October 9, 2024 10:54 AM
To:
Subject: Volkswagen Recall 91US – Over-the-Air Update Now Available

Update your vehicle from almost anywhere—over the air. [View in browser.](#)



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Get Ready

We are pleased to announce that the recall remedy 91US - Infotainment System Software for your Rearview Camera - can now be performed over-the-air (OTA) free of charge from any location with strong cellular network coverage. Recently, letters were sent to owners advising to visit your Volkswagen dealer to complete the repair, however with this OTA availability you can perform the repair from your own home if preferred. This two-step process is convenient and easy.

Step 1: Download Software:

A message to start the download will appear in your vehicle's infotainment system screen. Tap 'Download' to accept the software update.

After you accept the download, drive your vehicle as usual, and the software will download to your vehicle. If you turn off your vehicle before the download is finished, no worries - it will pick up where it left off the next time you drive.

Step 2: Install Software:

After the download finishes, you will be prompted to start the software installation the next time you turn off your vehicle. **You will not be able to drive your vehicle until the installation shows complete**, so please plan accordingly.

Once the installation is finished and your vehicle reports the completion, the recall will no longer be displayed in the MyVW app. This may take up to a week or more to occur.

About this recall

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. To correct this noncompliance, you can have the recall work performed at an in-dealer visit or via an over-the-air (OTA) software update.



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