



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

February 18, 2025

Mr. Chris Sandvig
Volkswagen Group of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

NEF-107DG
25V-082

Subject: Rearview Camera Image May Not Display/FMVSS 111

Dear Mr. Sandvig:

This letter serves to acknowledge Volkswagen Group of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

AUDI/Q3/2024-2025
VOLKSWAGEN/ARTEON/2023
VOLKSWAGEN/TIGUAN/2022-2024

Mfr's Report Date: February 12, 2025

NHTSA Campaign Number: 25V-082

Components:

BACK OVER PREVENTION:SOFTWARE

Potential Number of Units Affected: 29,569

Problem Description:

Volkswagen Group of America, Inc. (Volkswagen) is recalling certain 2022-2024 Tiguan, 2023 Arteon, and 2024-2025 Audi Q3 vehicles. An error may occur in the camera control unit at vehicle startup, resulting in the rearview camera image not displaying as intended. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 111, "Rear Visibility."

Consequence:

A rearview camera that does not display an image can reduce the driver's rear view, increasing the risk of a crash.

Remedy:

Dealers will update the camera control unit software, free of charge. Owner notification letters are expected to be mailed April 11, 2025. Owners may contact Volkswagen customer service at 1-800-893-5298 or Audi customer service at 1-800-253-2834. Volkswagen's numbers for this recall are (Volkswagen) 91NY and (Audi) 90AV.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9153) or go to [nhtsa.gov](https://www.nhtsa.gov).



Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Volkswagen Group of America, Inc.'s contact for this recall will be Dusty Gardner who may be reached by email at dusty.gardner@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement