

Part 573 Safety Recall Report

25V-082

Manufacturer Name : Volkswagen Group of America, Inc.**Submission Date :** FEB 12, 2025**NHTSA Recall No. :** 25V-082**Manufacturer Recall No. :** VW: 91NY, Audi: 90AV**Manufacturer Information :**

Manufacturer Name : Volkswagen Group of America, Inc.

Address : 3800 Hamlin Road

Auburn Hills MI 48326

Company phone : 1-800-893-5298

Population :

Number of potentially involved : 29,569

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2024 VOLKSWAGEN TIGUAN

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by reviewing production records. The recalled products are from a specific production period and are equipped with control units with certain software that might lead to malfunctions. Vehicles not included in the recall are equipped with control units with new software.

TIGUAN: 13881

Production Dates : AUG 31, 2022 - OCT 23, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2023-2023 VOLKSWAGEN ARTEON

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by reviewing production records. The recalled products are from a specific production period and are equipped with control units with certain software that might lead to malfunctions. Vehicles not included in the recall are equipped with control units with new software.

ARTEON: 1660

Production Dates : JAN 16, 2023 - DEC 22, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2024-2025 AUDI Q3

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by reviewing production records. The recalled products are from a specific production period and are equipped with control units with certain software that might lead to malfunctions. Vehicles not included in the recall are equipped with control units with new software.

Q3: 14028

Production Dates : NOV 24, 2023 - NOV 20, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Noncompliance :

Description of the Noncompliance : An error may occur during camera control unit startup and, as a result, the vehicle may not display a rearview camera image. This is non-compliant with Federal Motor Vehicle Safety Standard No. 111, Rear Visibility. The acoustic and visual warning (bar display) from the parking assistance system will still function.

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

Description of the Safety Risk : A rearview camera image that is not available when reversing may impair the driver's ability to see areas to the rear of the vehicle. This can increase the risk of a crash.

Description of the Cause : An error may occur during the camera control unit startup.

Identification of Any Warning that can Occur : If the recall condition is present in the vehicle, the driver will notice that there is no image on the infotainment screen after engaging the Reverse gear or pressing the parking assistance button. Should this occur, owners are advised to use extra caution when reversing, and to contact an authorized dealer.

Involved Components :

Component Name 1 : Volkswagen: Control Unit Surround View Camera

Component Description : Volkswagen: Control Unit Surround View Camera

Component Part Number : Volkswagen: 5Q0.907.556.E

Component Name 2 : Audi: Control Unit Surround View Camera

Component Description : Audi: Control Unit Surround View Camera

Component Part Number : Audi: 83A.907.428.D

Supplier Identification :

Component Manufacturer

Name : Valeo Auto-Electric Kft.

Address : Piramis u. 1

Veszprém - Magyarország Foreign States 8200

Country : Hungary

Chronology :

End of 2023: First report of an alleged failure of an area view system in a foreign market. VW informed the Supplier, analysis and investigation was started

January - May 2024: Analysis regarding potential root cause and contributing factors of the alleged failure, including analysis of field return part.

June 2024: Analysis of VW field return parts showed potential issue with boot loader of the control unit under certain voltage and temperature conditions.

July 2024 – January 2025: Ongoing analysis of reported claims, including clarifying and understanding contributing factors, potential failure modes and potentially affected models. Analysis appeared to indicate that certain part tolerances may influence the occurrence of the failure, but the exact parameters could not be precisely defined within the affected population. Additionally, while most failures appear to occur after some level of exposure in the field to environmental conditions and/or driving behaviors, a failure at initial retail sale could not be ruled out.

February 5, 2025: The Volkswagen and Audi Product Safety Committees determined that the issue constitutes a non-compliance in the US and decided a non-compliance recall.

Description of Remedy :

Description of Remedy Program : At no cost to owners, authorized dealers will provide updated camera control unit software. Neither Volkswagen nor Audi will offer a reimbursement plan under this recall because the affected vehicles are within the new vehicle limited warranty period.

How Remedy Component Differs from Recalled Component : The new software version prevents malfunctions from occurring when the control unit is started.

Identify How/When Recall Condition was Corrected in Production : Since January 2025, only control units with the updated software have been installed.

Recall Schedule :

Description of Recall Schedule : Dealers: February 14, 2025
Owners: On or before April 11, 2025
Planned Dealer Notification Date : FEB 14, 2025 - FEB 14, 2025
Planned Owner Notification Date : APR 11, 2025 - APR 11, 2025

* NR - Not Reported