



VOLKSWAGEN DEALER COMMUNICATION

Advance Notice – Compliance Recall 91NY / Camera Control Unit

This notice is for: All Dealer Personnel

Date: February 14, 2025

Issue: 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 (FMVSS) No. 111, Rear Visibility and Canada Motor Vehicle Safety Standard - CMVSS 111 - Mirrors and Rear Visibility Systems. The acoustic and visual warning (bar display) from the parking assistance system will still function. 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.

If the recall condition is present in the vehicle, the driver will notice that there is no image on the 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.

- 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	ARTEON	1,660
USA	2022	2024	TIGUAN	13,881
CAN	2023	2024	TIGUAN	10,574

**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.