



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Compliance Recall 91NY / Camera Control Unit

This notice is for: All Dealer Personnel

Date: October 30, 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.

Precautions 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 AVAILABLE – October 31, 2025 / Update the camera control unit software.
 - See ELSA and Service References in Elsa2Go for complete repair & claiming instructions
 - Check both the daily Campaign Open Inventory report and OMD for affected vehicles in inventory. Verify OPEN status in ELSA on the day of repair.
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department: No parts needed; software update only.

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:**
- Schedule owner repairs immediately
 - Owner mailing – November 2025
 - Loaner/rental coverage – see campaign circular

Ensure all dealer 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.

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

USA Dealers - 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.

Canada Dealers – New Vehicles in Dealer Inventory: Dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

All Dealers - 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-