



# Compliance Recall

## Code: 91NY

<b>Subject</b>	<b>Camera Control Unit</b>				
<b>Document History</b>	<b>Date</b>		<b>Summary</b>		
	10/31/2025		Original publication		
<b>Affected Vehicles</b>	<b>Country</b>	<b>Beginning Model Year</b>	<b>Ending Model Year</b>	<b>Vehicle</b>	<b>Vehicle Count</b>
	USA	2023	2023	ARTEON	1,660
	USA	2022	2024	TIGUAN	13,881
	CAN	2023	2024	TIGUAN	10,574
	<p>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 <u>only</u> valid campaign inquiry &amp; verification source.</p> <ul style="list-style-type: none"> <li>✓ Campaign status must show "open."</li> <li>✓ If ELSA shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.</li> </ul>				
<b>Problem Description</b>	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 regulatory requirements. 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.				
<b>Corrective Action</b>	Update the camera control unit software.				
<b>Precautions</b>	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.				
<b>Code Visibility</b>	On February 14, 2025, the campaign code was applied to affected vehicles.				
<b>Owner Notification</b>	Owner notification will take place in November 2025. Owner letter examples are included in this bulletin for your reference.				
<b>Additional Information</b>	<p><b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b></p> <p><b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b></p> <p><b>USA Dealers - New Vehicles in Dealer Inventory:</b> 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.</p> <p><b>Canada Dealers – New Vehicles in Dealer Inventory:</b> 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.</p> <p><b>All Dealers - Pre-Owned Vehicles in Dealer Inventory:</b> 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.</p>				

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2025 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete.

*Labels can be ordered at no cost via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com).*

## Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the ELSA screen print showing action open on the day of repair to the repair order.

If a customer declines campaign work, refer to the "Customer Declines Campaign/Update Repair" section in the Campaign/Update Policy and Procedures Manual.

<b>Service Number</b>	91NY		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	WWO		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark labor as causal		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action.  Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the current loaner/mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.		
<b>Criteria I.D.</b>	01 or 02		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	9143 01 99	10	Calibration check before and after software update
	0150 00 10	SEE ELSA	GFF/Guided Functions ( <i>setup + battery charger</i> )
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided Functions ( <i>software update and calibration, if calibration is necessary</i> )
	<i>Add the following ONLY if the rear view camera required calibration:</i>		
	9083 15 00	SEE ELSA	Overhead view camera adjust

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**NHTSA:** 25V082

**Subject: Compliance Recall 91NY - Camera Control Unit**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that certain 2022-2024 model year Volkswagen vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 111, *Rear Visibility*. Our records show that you are the owner of a vehicle affected by this action.

### **What is the 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*. 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.

### **What will we do?**

To correct this noncompliance, your authorized Volkswagen dealer will update the camera control unit software. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

### **What should you do?**

Please contact your authorized Volkswagen dealer without delay to schedule this recall work. To set up an appointment online, please visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer).

### **Precautions you should take:**

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.

### **Additional Information**

- If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt.
- If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at [www.vw.com/contact](http://www.vw.com/contact) or by calling us at 800-893-5298.
- If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY:1-888-275-9171); or go to <http://www.safercar.gov>.
- To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit [www.vw.com/owners/recalls](http://www.vw.com/owners/recalls) and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

We apologize for any inconvenience this matter may cause; however, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection

## Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Transport Canada Recall:** 2025-066

**Subject: Compliance Recall 91NY - Camera Control Unit**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

### **What is the 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 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.

### **What will we do?**

To correct this noncompliance, your authorized Volkswagen dealer will update the camera control unit software. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

### **What should you do?**

Please contact your authorized Volkswagen dealer without delay to schedule this recall work.

### **Precautions you should take:**

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.

### **Additional Information**

- If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt.
- If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at [www.vw.ca](http://www.vw.ca).

We apologize for any inconvenience this matter may cause; however, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection

## Required Tools



Battery Tester/Charger  
-VAS5908-  
(or equivalent charger with  
a current rating of at least  
70A)



Diagnostic Tester  
-VAS6150X/VAS6160X-  
(or equivalent)

## Repair Instruction

### Section A - Check for Previous Repair

#### TIP

If Campaign Completion label is present, no further work is required.

Applicable criteria ID(s)	Campaign/Action Status
01 ← <b>2</b>	Open ← <b>1</b>

**EXAMPLE**

Campaign/Action	Start	Designation
← <b>3</b>	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

**EXAMPLE**

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

#### TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

#### **CRITICAL REPAIR STEP**



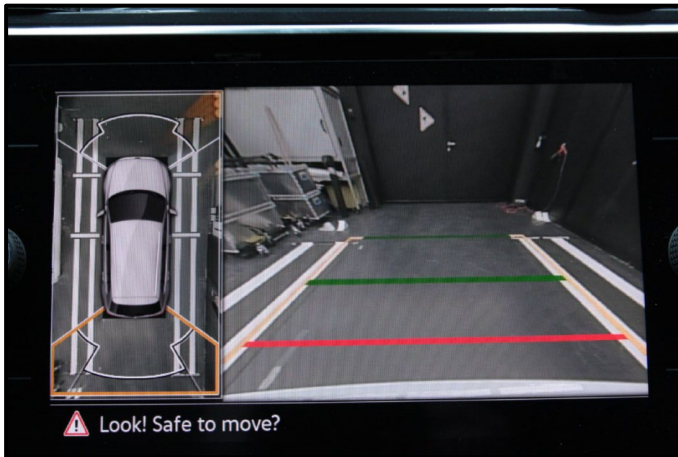
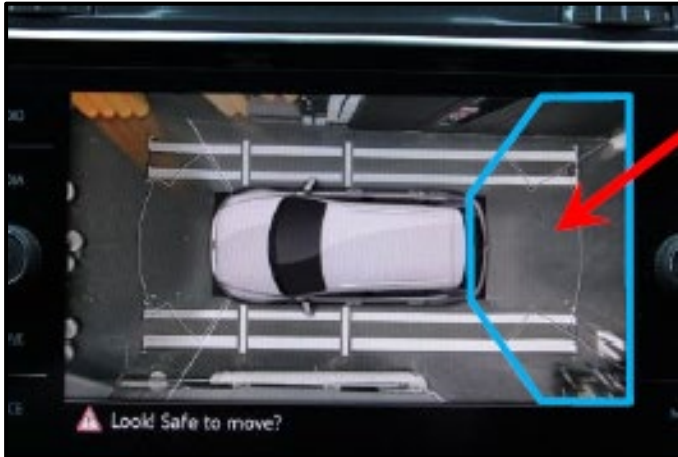
All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

**Proceed to Section B.**

#### **WARNING**

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

### Section B – Rear View Camera Calibration Check

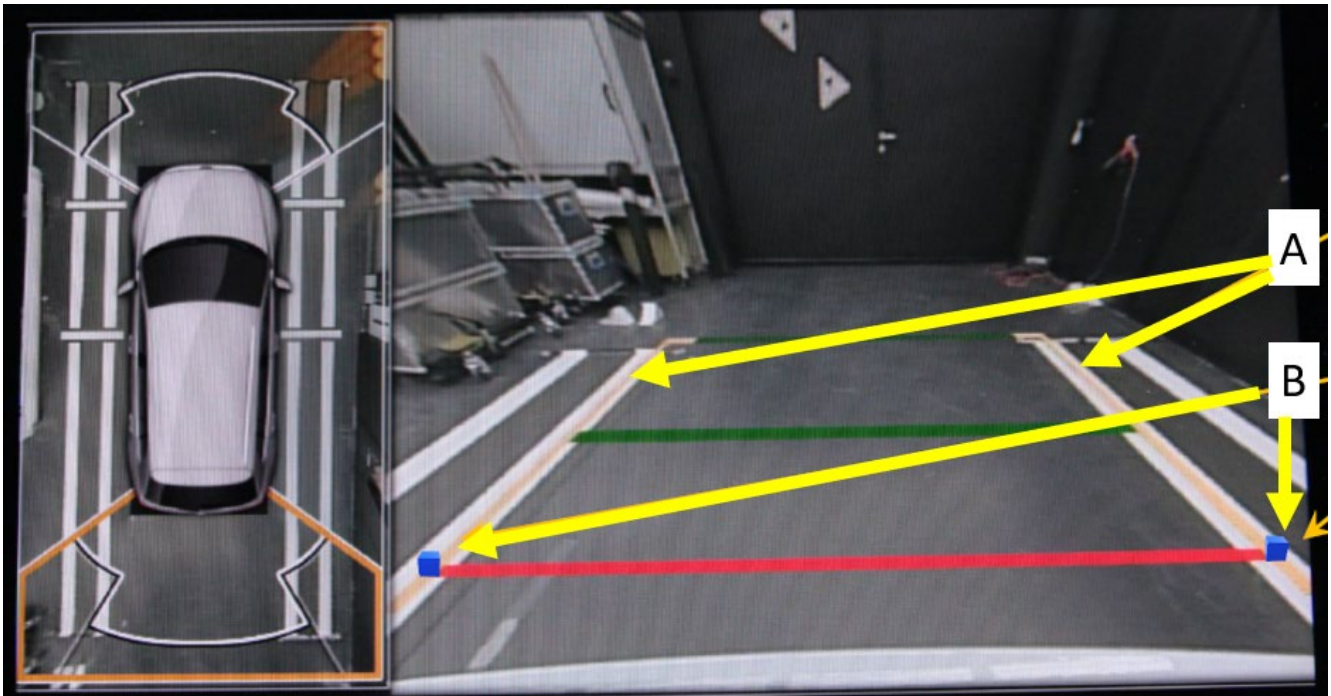


#### NOTE

Prior to performing the software update, the rear view camera image must be baselined. After the software update, the image will be checked again. If the displayed lines on the rear view camera image still match the baseline, no camera calibration will be required. If the displayed lines differ from the baseline, a calibration will be required.

- Turn the ignition on.
- Activate AreaView by pressing the park aid button.
- Select RearView by pressing the touch area in the rear of the vehicle in the displayed bird's eye view image.
- The rear view camera image should now be displayed.

- Select two equal cubed objects with a size between 3-5 cm.
- Set the steering wheel to zero/straight forward so that the dynamic yellow lines are straight <arrow A>.
- Place both cubed objects at the intersection of the red distance guidelines and yellow guidelines on the left and right side <arrow B>.
- Proceed to Section C to complete the software update.
- If both cubed objects are still at the intersection points after the software update:
  - No calibration is required.
- If the cubed objects did not physically move and are not at the intersection points after the software update:
  - A calibration of the peripheral/area-view camera system is required.
  - See Section D.



## Section C – Update Camera Control Module

### NOTE

**Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;**

- ✓ **The ODIS software is completely up to date.**
  - Refer to the “Alerts” section on ServiceNet home page for the current ODIS version.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
  - Battery voltage must remain above 12.5 volts **(or higher, if directed in the work instructions)** for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
  - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
  - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **The VAS Diagnostics Interface MUST ONLY be connected to the tester with a USB cable.**
  - Performing a software update using a Bluetooth or WiFi connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth or WiFi.

### NOTE

- Damages resulting from improper repair or failure to follow these work instructions are the dealer’s responsibility and are not eligible for reimbursement under this action.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.

### NOTE

- All campaign software updates must be completed during a single, standalone ODIS Diagnostic Session. You must fully complete this campaign and send all logs before beginning any other campaigns or operations.
- If there are any ODIS “Hot-Fix” patches installed, they must be removed from the scan tool before beginning this operation. ODIS “Hot-Fix” patches may affect the update process.

**IMPORTANT**

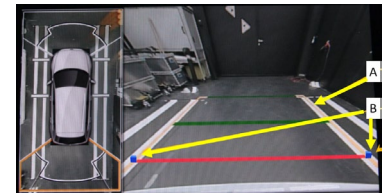
To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2014603: *Software Version Management (SVM) Operating Instructions*.

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

- Switch off all consumers, air conditioning, heater blower motor, lights, heated seats, etc.
- Connect battery charger.
- Ensure the latest version of ODIS is downloaded.
- Ensure diagnostic head is connected to ODIS tester via USB cable.
- Move selector lever to P.
- Use operating mode, DIAGNOSIS.
- Select "SVM – Code Input".
- Enter SVM code **S4210AUTOMQBRVCFIX** and follow the on screen prompts.
- Ensure the diagnostic log is sent to GFF Paperless after completion.



- If no camera calibration is required:
  - Proceed to Section E.
- If camera calibration is required:
  - Proceed to Section D.





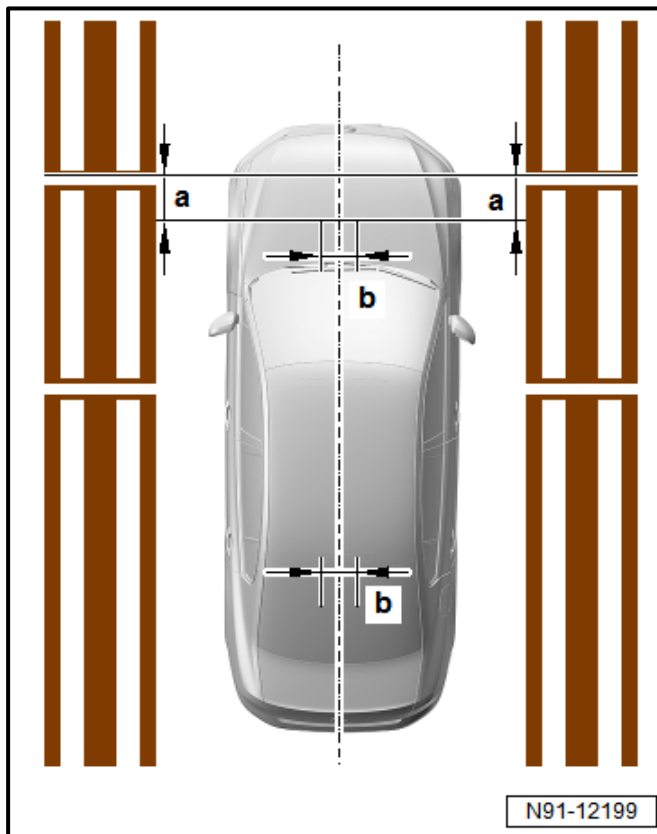
**IMPORTANT**

If the software update fails for any reason, ODIS feedback must be sent prior to further diagnosis. This ensures the failure/error is reported. Failure to do so may result in non-payment of consequential requests for additional time or parts.

## Section D – Peripheral Camera Calibration

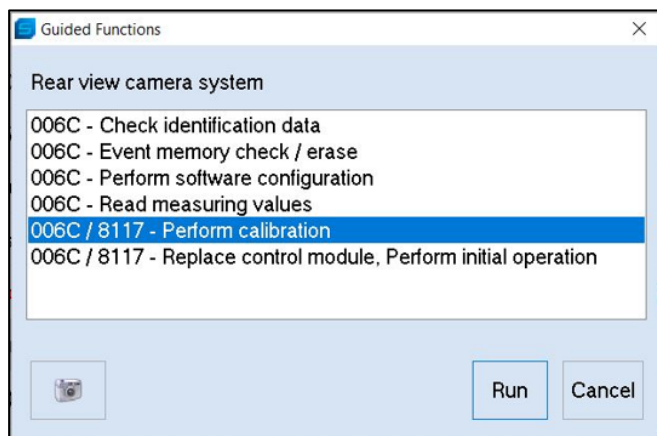
### Required Tools

	<p>Calibration System - VAS721001-</p>		<p>Diagnostic Tester -VAS6150X/VAS6160X- (or equivalent)</p>
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- Calibrate the peripheral camera system according to the ELSA Repair Manual and GFF test plan for calibrating the peripheral camera system:
  - ELSA REPAIR MANUAL: *Repair manual > Electrical System > Driver Assistance Systems > 98 Assistance Systems > Peripheral Camera > Peripheral Camera, Calibrating*
  - GFF Test Plan: *Diagnostic Address 006C > 006C/8117 – Perform Calibration*

**Proceed to Section E**



## Section E – Campaign Completion Label

- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.

 **TIP**

Ensure Campaign Completion Label does not cover any existing label(s).