



Compliance Recall

Code: 91SB

Subject	Rearview Camera																			
Document History	<table border="1"> <thead> <tr> <th>Date</th> <th colspan="4">Summary</th> </tr> </thead> <tbody> <tr> <td>03/11/2025</td> <td colspan="4">Updated work instructions</td> </tr> <tr> <td>02/21/2025</td> <td colspan="4">Original publication</td> </tr> </tbody> </table>					Date	Summary				03/11/2025	Updated work instructions				02/21/2025	Original publication			
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Affected Vehicles	<table border="1"> <thead> <tr> <th>Country</th> <th>Beginning Model Year</th> <th>Ending Model Year</th> <th>Vehicle</th> <th>Vehicle Count</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2022</td> <td>2024</td> <td>GOLF GTI</td> <td>8,237</td> </tr> <tr> <td>CAN</td> <td>2022</td> <td>2024</td> <td>GOLF GTI</td> <td>839</td> </tr> </tbody> </table> <p><i>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 & verification source.</i></p> <ul style="list-style-type: none"> ✓ Campaign status must show "open." ✓ 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. 					Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2022	2024	GOLF GTI	8,237	CAN	2022	2024	GOLF GTI	839
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USA	2022	2024	GOLF GTI	8,237																
CAN	2022	2024	GOLF GTI	839																
Problem Description	<p>On the affected vehicles, the rearview camera image may be delayed or deactivated after shifting into reverse. As a result, the rearview camera image may not meet the response time requirement of Federal Motor Vehicle Safety Standard (FMVSS) No. 111, Rear Visibility and Canada Motor Vehicle Safety Standard - CMVSS 111 - Mirrors and Rear Visibility Systems.</p> <p>A rearview camera with a delayed or deactivated image can reduce the information available to the driver of what is behind the vehicle, increasing the risk of a crash or injury to people outside the vehicle.</p>																			
Corrective Action	Update the camera control unit software.																			
Precautions	If the recall condition is present in the vehicle, the driver may notice that there is no rearview image displayed 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.																			
Code Visibility	On February 21, 2025, the campaign code was applied to affected vehicles.																			
Owner Notification	Owner notification will take place in March 2025. Owner letter examples are included in this bulletin for your reference.																			
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><u>New Vehicles in Dealer Inventory:</u> 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><u>Pre-Owned Vehicles in Dealer Inventory:</u> 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.

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.

Service Number	91SB		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal		
Vehicle Wash/Loaner	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.		
Criteria I.D.	01		
	Check infotainment system software. Software level is current. No software update was required.		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	10	Check infotainment system software level. No software update required.
OR	Check infotainment system software. Software version is not current. Perform software update.		
	LABOR		
	Labor Op	Time Units	Description
	9193 25 99	30	Update software via USB
	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>perform documentation SVM code</i>)

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: 25V103

Subject: Compliance Recall 91SB – Rearview Camera

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?

On the affected vehicles, the rearview camera image may be delayed or deactivated after shifting into reverse. As a result, the rearview camera image may not meet the response time requirement of Federal Motor Vehicle Safety Standard (FMVSS) No. 111, *Rear Visibility*.

A rearview camera with a delayed or deactivated image can reduce the information available to the driver of what is behind the vehicle, increasing the risk of a crash or injury to people outside the vehicle.

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.

Precautions you should take:

If the recall condition is present in the vehicle, the driver may notice that there is no rearview image displayed 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 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 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: 2025-089

Subject: Compliance Recall 91SB – Rearview Camera

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?

On the affected vehicles, the rearview camera image may be delayed or deactivated after shifting into reverse. As a result, the rearview camera image may not meet the response time requirement of Canada Motor Vehicle Safety Standard - CMVSS 111 - Mirrors and Rear Visibility Systems.

A rearview camera with a delayed or deactivated image can reduce the information available to the driver of what is behind the vehicle, increasing the risk of a crash or injury to people outside the vehicle.

What will we do?

To correct this non-compliance, 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 may notice that there is no rearview image displayed 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

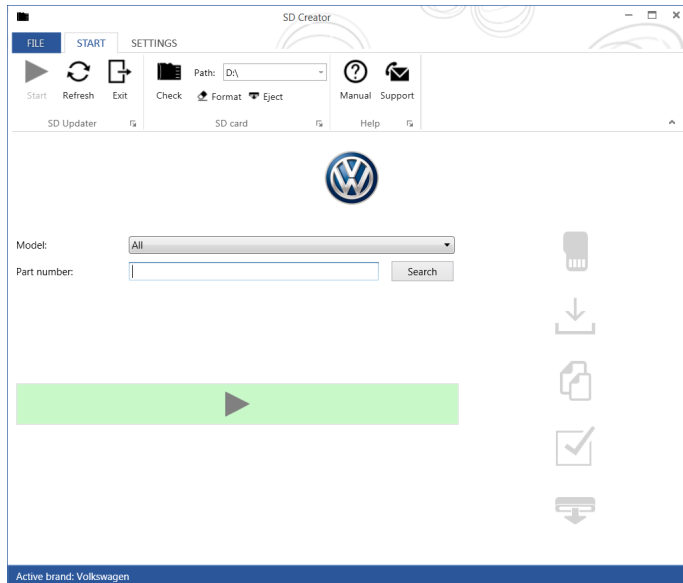
- If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt.
- If your authorized Volkswagen dealer fails or is unable to complete this work free of charge 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.

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 USB Drive



- The required software will have to be downloaded onto a USB (or USB-C) drive using the SD Creator program
- **Reference the latest version of TSB 2054866 for additional information on the use of the SD Creator program.**

NOTE

The required USB drives cannot be ordered via the parts ordering system, they must be created using the SD Creator program.

The required USB drive is a servicing material. Therefore, the cost of the USB drive will not be reimbursed.

The USB drive can be used for future software updates.

NOTE

If the search for the software part number returns no result, check if the certificate is valid.

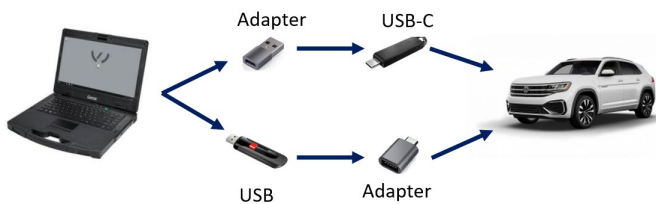
Go to Settings and select the current, valid certificate used in ODIS.

Software Part Number

3G8.919.360.L

TIP

- The MIB3 system uses a USB-C input.
- If the software is downloaded onto a USB drive, a USB to USB-C adapter will be required.
- If the software is downloaded onto a USB-C drive, a USB-C to USB adapter will be required since the VAS tester does not have a USB-C drive.



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 ← 2	Open ← 1

EXAMPLE

Campaign/Action	Start	Designation
← 3	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



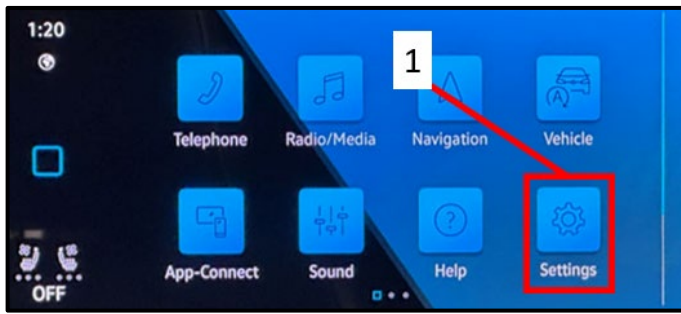
All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

Proceed to Section B

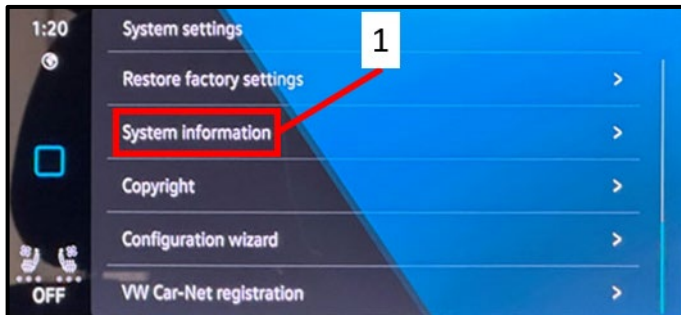
WARNING

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!

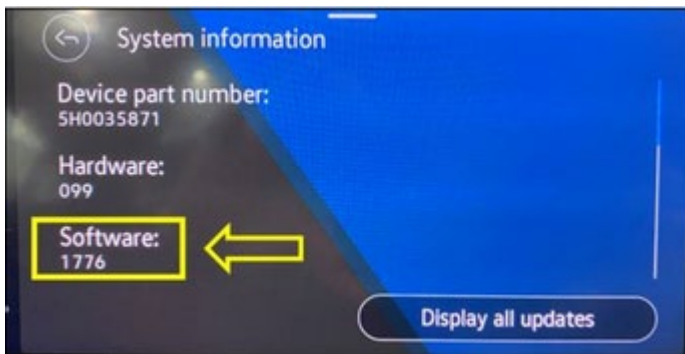
Section B – Check MIB3 (005F) Software Version



- Select the “Settings” option <1> from the home screen.



- Select the “System Information” option <1>.



- Check the current software version of the MIB3 system.
- If software version is **1805** or higher:
 - No further work is required.
 - **Proceed to Section E.**
- If software version is lower than **1805**:
 - Update the MIB3 system via USB.
 - **Proceed to Section C**

! IMPORTANT

If the MIB3 is to be updated, be sure to record the customer radio station presets as they may be erased during the flash.

Section C – Update MIB3 (005F) Software

- Open the hood.
- Open the battery cover.
- Switch the ignition on.
- Apply the parking brake.
- Switch off all consumers (headlights, heated seats, climate control, etc.).
- Attach the battery charger to the vehicle battery.

NOTE

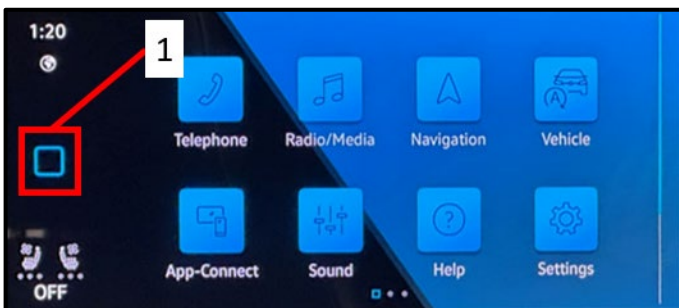
Vehicles with Battery Monitoring Control Module -J367- and/or an EFB Battery:

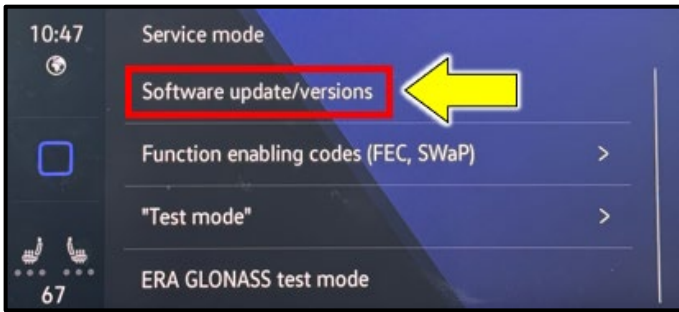
When connecting the charger to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. DO NOT connect the ground cable directly to negative terminal of the battery.

- Insert the update USB drive into the USB port <1>.

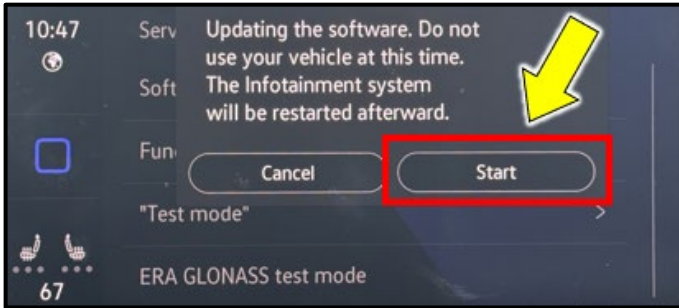


- Enter service mode by pressing and holding the home button <1>.





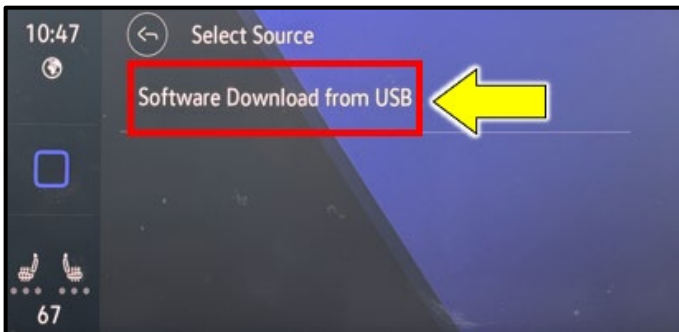
- Select “Software update/versions” <arrow>.



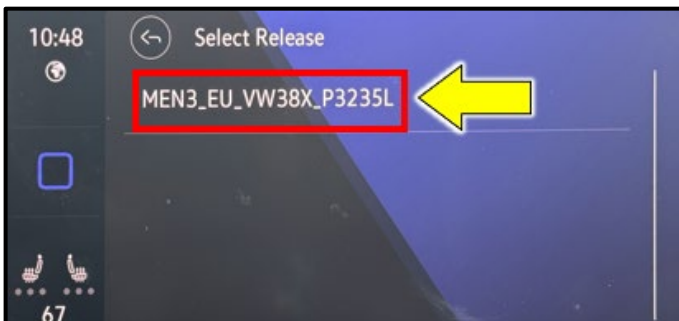
- Select “Start” <arrow> when prompted.



- Select “Service update” <arrow>.



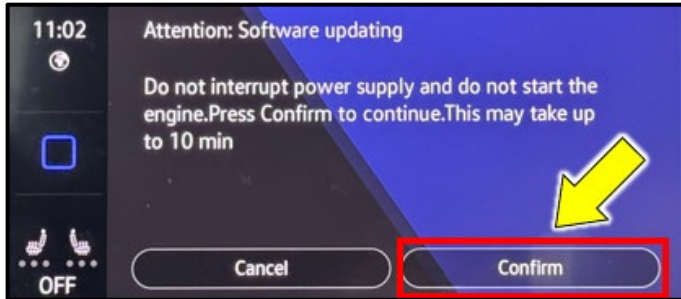
- Select “Software Download from USB” <arrow>.



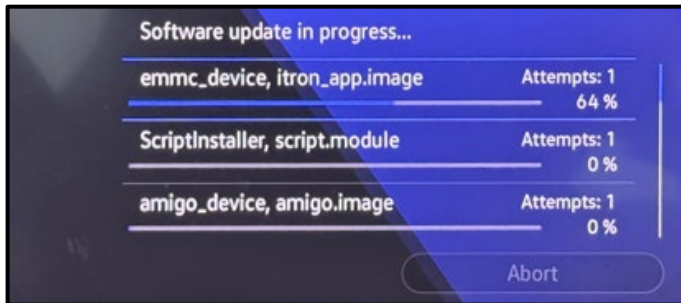
- Select the new software version <arrow>.



- Select “Start Download” <arrow>.

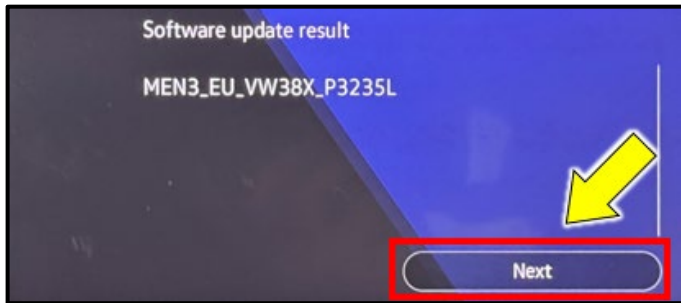


- Select “Confirm” <arrow>.

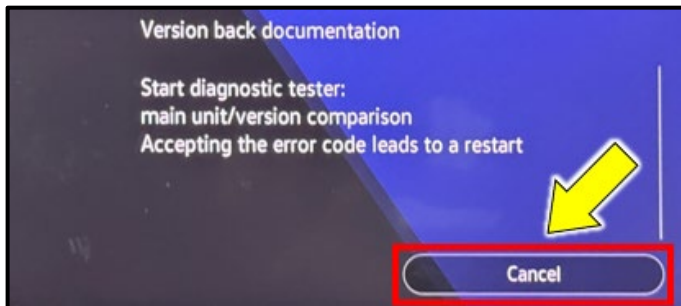


- While the update is active, the infotainment screen will display the update progress.

NOTE
The screen may go blank a few times during the update. Also, there will be several warnings that appear in the instrument cluster. This is normal, do not attempt to cycle the ignition.

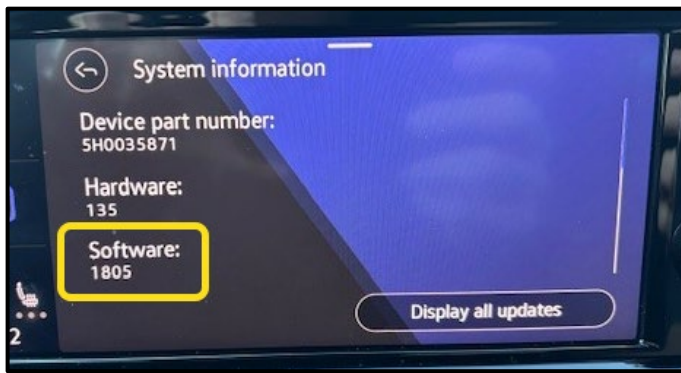


- Once the update is completed, select “Next” <arrow>.



- If the message shown populates, press “Cancel” <arrow> to continue.

NOTE
The infotainment system will reboot at this point and may take a few minutes to turn back on.



- Select the “System information” option again under the “Settings” menu according to the prior instructions.
- Confirm the software has updated to version “1805”.
- Switch off the ignition.
- Remove the USB drive.
- If erased, restore the customer’s radio station presets.

Proceed to section D

Section D – Documenting Software Change via SVM

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.
- Perform diagnostic scan of the vehicle.

NOTE

If the DTC "B201A00 – Check software version management" – is present in Address 005F, perform and complete the associated test plan.

- Use operating mode, DIAGNOSIS.
- Select "SVM – Code Input".
- Enter SVM code **3700** and follow the on screen prompts.
- Ensure the diagnostic log is sent to GFF Paperless after completion.



Proceed to Section E

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 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).