

VOLKSWAGEN

GROUP OF AMERICA

Ann Carlson, Administrator
National Highway Traffic Safety Administration
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Washington, DC 20590

Christopher T. Sandvig NAME
Director Title
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February 19, 2025 Date

Subject: Chronology for Volkswagen Recall 91SB
Rear Camera

Dear Ms. Carlson:

VOLKSWAGEN GROUP OF AMERICA, INC.
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Volkswagen hereby submits the following chronology associated with the subject recall.

Chronology of Defect

August 2023: NHTSA inquiry regarding the rearview camera in 2022 model year Volkswagen Golf vehicles.

September 2023: Analysis within VWGoA and VWAG. No systematic issue found.

October 11, 2023: Presentation of the analysis results of the rearview camera in 2022 model year Volkswagen Golf vehicles at the NHTSA quarterly meeting. Importantly, it was discussed that there are big differences between the vehicles with the so-called "optional infotainment" vs. those with the "entry infotainment" that can impact rearview camera performance, so they should be analyzed and monitored separately.

October 2023 – April 2024: Ongoing field monitoring and analysis of complaints continued.

April 2024: NHTSA inquiry regarding the rearview camera in 2023 model year Volkswagen Golf 8 vehicles. Analysis of rearview camera system of 2023 model year Volkswagen Golf 8 vehicles started.

June 3, 2024: A Technical Bulletin was published for customers with several infotainment complaints that are not related to rearview camera issues. The Technical Bulletin instructs service technicians to update affected vehicles from the installed software version to the latest version, software version 1805.

June 2024: Analysis found no systematic issue in the rearview camera components. Ongoing analysis is focused on the infotainment system software.

June 19, 2024: The topic was discussed in the Volkswagen Product Safety Committee, and the Committee decided a non-compliance recall for the vehicles with the optional infotainment system and to conduct additional field analysis using measuring equipment in vehicles with entry infotainment system.

June 2024 – October 2024: Preparation of enhanced field monitoring program and equipment. Identification of appropriate pool vehicle for data logger installation. Installation of first data logger in internal pool vehicle.

October 16, 2024: Presentation of ongoing field monitoring status of the rearview camera in Volkswagen Golf vehicles with entry infotainment system at the NHTSA quarterly meeting.

December 2024: During analysis of differences between software versions in the field, it was identified that one of the robustness improvements included in software version 1805 to improve the stability of the system included a fix for a potential, but rare, timing issue in the start-up of the infotainment system. The connection between this fix and certain claims from the field could not be confirmed, but it also could not be ruled out.

October 2024 – February 2025: Identified and contacted customers with RVC allegations for enhanced analysis of non-pool vehicles in the field. Other than one customer, all other customers declined offers to install data loggers.

February 12, 2025: Topic was presented to the Volkswagen Product Safety Committee. Root cause(s) for rearview camera issues in earlier versions of the entry infotainment system software could not be identified due to insufficient data from the field. Nevertheless, observation of the field claims indicates significantly improved performance and no repeat repairs on vehicles updated pursuant to the Technical Bulletin. Software version 1805 contains general stability system updates, which based on field observation, are now assumed to improve the rearview camera performance as well. Based on this, Volkswagen decided to conduct a compliance recall for all model year 2022-2024 Volkswagen Golf vehicles equipped with the entry infotainment system software versions 1766 & 1776.

Please contact me if you require any additional information or have any questions related to this information.

Sincerely,



Christopher T. Sandvig
Director, Group Customer Protection
Group Quality