



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

26V185

Manufacturer Name: Volkswagen Group of America, Inc.

Submission Date: Mar 25, 2026

NHTSA Recall No.: 26V185

Manufacturer Recall No.: 90Z5

Manufacturer Information

Population

Manufacturer Name: Volkswagen Group of
America, Inc.
Address: 3800 Hamlin Road
Auburn Hills MI, 48326

Total number of potentially involved: 75,323
Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2025-2025 VOLKSWAGEN TAOS

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Nov 06, 2024 - Jun 20, 2025

Number of potentially involved: 36,242

Descriptive Information:

The recall population was determined by manufacturing records.

The recalled products differ from products that were not included in the recall due to a supplier error (Visteon).

Vehicle 2: 2025-2025 VOLKSWAGEN JETTA

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 23, 2024 - Jul 01, 2025

Number of potentially involved: 39,081

Descriptive Information:

The recall population was determined by manufacturing records.

The recalled products differ from products that were not included in the recall due to a supplier error (Visteon).

Part 573 Safety Recall Report

26V185

Defect / Noncompliance Description

Description of the defect or noncompliance:

A software error may cause the instrument cluster to fail to display required information at vehicle startup, including vehicle speed, engine speed (RPM), gear/mode indicators, and warning telltales. In this condition, the instrument cluster does not comply with FMVSS No. 101, Controls and Displays.

FMVSS1: 101 - Control and displays

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

Warnings, tell-tales and gauges that don't display could increase the risk of a crash.

Description of the cause:

When the ignition is switched on, the instrument cluster may read incorrect or corrupt Non-Volatile Memory (NVM) data required for proper system initialization. If invalid data is detected, the software discards the data and applies default configuration values. However, the instrument cluster and the immobilizer system are not designed to operate using these default values, which can result in the instrument cluster failing to function as intended. Software revisions introduced over time significantly increased NVM access and data traffic within the instrument cluster, thereby increasing the likelihood of NVM-related errors.

Identification of any warning that can occur:

The failure occurs at vehicle start-up, and is readily noticeable to the driver.

Component Manufacturer

Tier of Supplier:**Supplier Type:**

Name: Volkswagen de Mexico

Address: Km. 116 Autopista Mexico.Puebla
Puebla Foreign States, 72700

Country: Mexico

Involved Components

Part 573 Safety Recall Report

26V185

Component Name 1: Instrument Cluster Basic 8"

Component Description: Instrument Cluster Basic 8"

Component Part Number: 2GJ 920 410 C/E (SW 6851/6856)

Chronology

October 2024: Initial claims identified and analysis began.

February 2025: Technical analysis showed that vehicles will not start if topic is present. Topic handled as quality issue since no vehicle start was possible.

February 2025 - February 2026: Ordinary software development cycles continue.

February 05, 2026: Due to the number of claims of vehicles with no-start condition, the topic was presented in the Pre-Product Safety Committee. During the meeting, a potential second failure mode was identified that could potentially lead to a condition that the vehicles would remain start-capable after failure. Further analysis requested.

February 16, 2026: Confirmation that, in rare cases, vehicles could remain start-capable after failure. New evaluation of topic initiated.

March 18, 2026: Topic was presented in Product Safety Committee and a non-compliance was determined.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Software, Replace

Consumer Advisories: Do Not Drive Park Outside

Description of remedy program:

To correct this non-compliance, authorized Volkswagen dealers will perform a software update and, if necessary, replace the instrument cluster on affected vehicles. This work will be performed free of charge. A reimbursement plan will not be offered under this recall because the affected vehicles are within the New Vehicle Limited Warranty period.

How remedy component differs from recalled component:

The recall remedy component can be distinguished from the recalled component due to software level.

Identify how/when recall condition was corrected in production:

Implementation as of CW 33/2025 with SW 7860.

Part 573 Safety Recall Report

26V185

Reimbursement Plan

Description of reimbursement program:

A reimbursement plan will not be offered under this recall because the affected vehicles are within the New Vehicle Limited Warranty period.

Period of reimbursement:**Costs to be reimbursed:****Address for reimbursement claims:**

Recall Schedule

Description of recall schedule:

Planned Dealer Notification Begin Date: 03/27/2026
Planned Dealer Notification End Date: 03/27/2026
Planned Owner Notification Begin Date: 05/22/2025
Planned Owner Notification End Date: 05/22/2025

Planned Dealer Notification Date: Mar 27, 2026 - Mar 27, 2026 No Dealers

Planned Interim Owner Notification Date: No Owners

Planned Remedy Owner Notification Date: May 22, 2026 - May 22, 2026 Phased Recall

Date when VIN will be searchable: Mar 27, 2026