



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

## Part 573 Safety Recall Report

# 26V321

**Manufacturer Name:** Volkswagen Group of America, Inc.

**Submission Date:** May 20, 2026

**NHTSA Recall No.:** 26V321

**Manufacturer Recall No.:** 91NF

### Manufacturer Information

### Population

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

**Total number of potentially involved:** 8  
**Estimated percentage with defect:** 100%

### Vehicle Information

**Vehicle 1:** 2024-2024 VOLKSWAGEN TIGUAN

**Product Category:** Light Vehicles

**Product Type:**

**Fuel / Propulsion:** Spark Ignition Fuel

**Production Dates:** Oct 16, 2023 - Jun 21, 2024

**Number of potentially involved:** 8

#### Descriptive Information:

The recall population was determined by manufacturing records. The recalled products differ from products that were not included in the recall because based on production records, The recalled products are from a specific production period and are equipped with control units with certain software that might lead to malfunctions. Ten vehicles were repaired under the recall 91NY with a defective component before the defective parts were blocked. Vehicles not included in the recall are equipped with control units with new software.

### Defect / Noncompliance Description

#### Description of the defect or noncompliance:

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 No. 111, Rear Visibility. The acoustic and visual warning (bar display) from the parking assistance system will still function.

**FMVSS1:** 111 - Rear visibility

**FMVSS2:**

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

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.

## Description of the cause:

Ten vehicles were repaired under the recall 91NY with a defective component before the defective parts were blocked. Vehicles not included in the recall are equipped with control units with new software.

## Identification of any warning that can occur:

If the recall condition is present in the vehicle, the driver will notice that there is no image on the infotainment 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.

## Component Manufacturer

### Tier of Supplier:

**Supplier Type:** OEM

**Name:** Volkswagen de Mexico

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

**Country:** Mexico

## Involved Components

**Component Name 1:** Control Unit Surround View Camera

**Component Description:** Control Unit Surround View Camera

**Component Part Number:** 5Q0.907.556.E

## Chronology

End of 2023: First report of an alleged failure of an area view system in a foreign market. Volkswagen informed the Supplier, analysis and investigation was started

January - May 2024: Analysis regarding potential root cause and contributing factors of the alleged failure, including analysis of the field return part.

June 2024: Analysis by Volkswagen of the field return part showed a potential issue with boot loader of the control unit under certain voltage and temperature conditions.

July 2024 – January 2025: Ongoing analysis of reported claims, including clarifying and understanding contributing factors, potential failure modes and potentially affected models. Analysis appeared to

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indicate that certain part tolerances may influence the occurrence of the failure, but the exact parameters could not be precisely defined within the affected population. Additionally, while most failures appear to occur after some level of exposure in the field to environmental conditions and/or driving behaviors, a failure at initial retail sale could not be ruled out.

February 05, 2025: The Volkswagen and Audi Product Safety Committees determined that the issue constitutes a non-compliance and decided a non-compliance recall 91NY.

April 23, 2026: In Volkswagen non-compliance recall campaign 91NY, the blocking of the defective component 5Q0 907 556 E for the North American Region (NAR) was overlooked and installed in parallel after the action in 10 vehicles in Canada and the United States until the blocking of the component for NAR was initiated.

May 13, 2026: Non-compliance recall decided to create a new campaign code (91NF) with technically identical measure of 91NY.

Volkswagen is not aware of any crashes, fires, injuries, or deaths associated with this issue.

Volkswagen is not aware of any warranty claims relating to this issue.

**Related NHTSA Recall Number:** 91NY

## Description of Remedy

**Remedy Type:** Software

**Consumer Advisories:**  Do Not Drive  Park Outside

**Description of remedy program:**

At no cost to owners, authorized dealers will provide updated camera control unit software. 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 because. The recalled products are from a specific production period and are equipped with control units with certain software that might lead to malfunctions. Vehicles not included in the recall are equipped with control units with new software

**Identify how/when recall condition was corrected in production:**

Since January 2025, control units with the updated software have been installed.

## Reimbursement Plan

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## Recall Schedule

**Description of recall schedule:**

Planned Dealer Notification Begin Date: 05/27/2026  
Planned Dealer Notification End Date: 05/27/2026

Planned REMEDY AVAILABLE Owner Notification Begin Date: On or before 07/17/2026  
Planned REMEDY AVAILABLE Owner Notification End Date: On or before 07/17/2026

**Planned Dealer Notification Date:** May 27, 2026 - May 27, 2026  No Dealers

**Planned Interim Owner Notification Date:**  No Owners

**Planned Remedy Owner Notification Date:** Jul 17, 2026 - Jul 17, 2026  Phased Recall

**Date when VIN will be searchable:** May 27, 2026