



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

26V473

Manufacturer Name: Volkswagen Group of America, Inc.

Submission Date: Jul 22, 2026

NHTSA Recall No.: 26V473

Manufacturer Recall No.: 91TV

Manufacturer Information

Population

Manufacturer Name: Volkswagen Group of
America, Inc.

Address: 3800 Hamlin Road
Auburn Hills MI, 48326

Total number of potentially involved: 57,851

Estimated percentage with defect: 1%

Vehicle Information

Vehicle 1: 2024-2026 VOLKSWAGEN ATLAS CROSS SPORT

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Jun 16, 2023 - Dec 16, 2025

Number of potentially involved: 19,205

Descriptive Information:

The recall population was determined by manufacturing records.

The recalled products differ from products that were not included in the recall because they were built with a specific rearview camera software.

Vehicle 2: 2024-2026 VOLKSWAGEN ATLAS

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Dec 21, 2022 - Dec 16, 2025

Number of potentially involved: 38,646

Descriptive Information:

The recall population was determined by manufacturing records.

The recalled products differ from products that were not included in the recall because they were built with a specific rearview camera software.

Part 573 Safety Recall Report

26V473

Defect / Noncompliance Description

Description of the defect or noncompliance:

Under certain circumstances, a vehicle may experience a low-voltage electrical event that can cause camera images, including the rearview camera image, to not appear on the display screen as intended.

FMVSS1:**FMVSS2:****Description of the safety risk, including crash, fire, death, injury:**

A rearview camera with a 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.

Description of the cause:

Under certain very specific conditions, low voltage events of unknown origin may potentially cause the failure of camera images to appear, including rearview camera images. Environmental conditions may have an effect, but there is no known systematic issue that has been identified as causing the combination of low voltage and other conditions required to result in the loss of camera images.

Identification of any warning that can occur:

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. Should this occur, owners are advised to use extra caution when reversing, and to contact an authorized dealer to have the vehicle diagnosed.

Component Manufacturer

Tier of Supplier: Tier 2**Supplier Type:****Name:** FICOSA AUTOMOTIVE S.L.U.**Address:** POLIGONO INDUSTRIAL CAN MITJANS /SN
VILADECAVALLS Foreign States, 8232**Country:** Spain

Involved Components

Component Name 1: Backup Camera ECM**Component Description:** Software Backup Camera ECM**Component Part Number:** 5WA.907.556.H / Software version 0314

Part 573 Safety Recall Report

26V473

Chronology

Early 2024 - Complaints related to overhead view were observed through regular field monitoring.

July - September 2024 - Volkswagen engineering and quality departments conducted vehicle analyses, including low voltage tests, and worked to understand the potential failure modes.

Fall 2024 - Volkswagen worked with the supplier to perform additional testing, including further analysis into the effect of voltage drops.

March 2025 - In certain field vehicles, voltage drops were confirmed to be a root cause of the issue. Cold weather and environmental factors appeared to be an influence. Enhanced field monitoring continued.

March 2026 - The claim count increased after winter, and the topic was escalated for Product Safety Committee review.

April 16, 2026 - Topic was presented at North America Region Product Safety Committee. While the vast majority of field claims only referenced issues with overhead view rather than rearview camera, the analysis of this failure mode indicated that the rearview camera would have also been affected. Further clarification of the topic was sought to better understand the potential causes of the low voltage events.

April 30, 2026 - Topic was presented at North America Region Product Safety Committee. No systematic root cause of the low voltage events was identified. Additional field monitoring and enhanced review of failure claims continued.

July 2, 2026 - Topic was presented again at North America Region Product Safety Committee. Despite the lack of an identified systematic root cause of the low voltage events, the topic was escalated to Volkswagen Brand Product Safety Committee based on the warranty claim data.

July 15, 2026 - Topic was presented at Volkswagen Brand Product Safety Committee and, out of an abundance of caution, a safety recall was decided based on the potential impact to rearview camera.

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

Volkswagen is aware of 571 claims that may potentially relate to this topic, dating from November 2023-June 2026.

Related NHTSA Recall Number:

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 update the rear view camera system software to a version that is more robust in its handling of potential low voltage events.

How remedy component differs from recalled component:

Part 573 Safety Recall Report

26V473

The recall remedy component can be distinguished from the recalled component because it is an updated software (5WA.907.556.J/ Software version 0324).

Identify how/when recall condition was corrected in production:

New SW (SW0324) for Atlas / released CW49/2025 for series.

Reimbursement Plan

Recall Schedule

Description of recall schedule:

Planned Dealer Notification Begin Date: On or before July 28, 2026

Planned Dealer Notification End Date: On or before July 28, 2026

Planned REMEDY AVAILABLE Owner Notification Begin Date: On or before September 18, 2026

Planned REMEDY AVAILABLE Owner Notification End Date: On or before September 18, 2026

Planned Dealer Notification Date: Jul 28, 2026 - Jul 28, 2026

☐ No Dealers

Planned Interim Owner Notification Date:

☐ No Owners

Planned Remedy Owner Notification Date: Sep 18, 2026 - Sep 18, 2026

☐ Phased Recall

Date when VIN will be searchable: Jul 28, 2026