



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Compliance Recall 57KL / Body Control Module (BCM) Software

This notice is for: All Dealer Personnel

Date: September 17, 2026

Issue: In affected vehicles, a software issue may cause the Body Control Module (BCM) to reset unexpectedly while the vehicle is being driven. If the BCM resets, the ignition may switch off, resulting in an engine stall and loss of certain controls, telltales, exterior lighting, and rearview camera systems. This is non-compliant with regulatory requirements. Unexpected loss of motive power and/or the loss of controls, telltales, exterior lighting, and rearview camera systems can increase the risk of a crash.

Repair:

- REPAIR AVAILABLE – September 17, 2026 / Update the Body Control Module (BCM) software.
- See ELSA and Service References in Elsa2Go for complete repair & claiming instructions.
- Check both the daily Campaign Open Inventory report and OMD for affected vehicles in inventory. Verify OPEN status in ELSA on the day of repair.
- Repair every affected inventory vehicle before delivery to consumers.

Parts Department: Software update only – no parts needed.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2025	2025	TIGUAN	49,958
CAN	2025	2025	TIGUAN	10,435

**Counts reflect overall population; some vehicles may have already been repaired. 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 only valid campaign inquiry & verification source.*

Notes:

- Schedule owner repairs immediately
- Owner mailing – October 2026
- Loaner/rental coverage – see campaign circular

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

USA Dealers - New Vehicles in Dealer Inventory: 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.

Canada Dealers – New Vehicles in Dealer Inventory: Dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

All Dealers - Pre-Owned Vehicles in Dealer Inventory: 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.

-END OF MESSAGE-

Ensure all dealer personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.