



# Service Action

## Code: 96H6

**Subject** Owner Manual Information - Lane Change System (Side Assist)

**Release Date** May 04, 2021

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	ATLAS	2,266
CAN	2021	2021	ATLAS	133

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.

- ✓ Campaign status must show "open."
- ✓ If ELSA shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.

**Problem Description**

In addition to the "Blind Spot" assistance system, the functions of the "Lane Change System (Side Assist)" assistance system were installed on the control unit in a limited number of Atlas vehicles. As a result, the customer has received an assistance system with more features than originally ordered. The "Lane Change System (Side Assist)" function is not described in detail in the owner's manual.

**Corrective Action**

Volkswagen will mail owners an owner's manual supplement that contains the "Lane Change System (Side Assist)" information. Dealers with affected vehicles in inventory are asked to follow the work instructions in this circular to ensure that this supplement is included with the glove box literature/owner manual of each affected inventory vehicle.

**Code Visibility**

On or about May 04, 2021, the campaign code will be applied to affected vehicles.

**Owner Notification**

Owner notification will take place in May 2021. Owner letter examples are included in this bulletin for your reference.

**Campaign Expiration Date**

This campaign expires on **May 04, 2026**. Repairs must be performed on or before this date to be eligible for payment.

**Additional Information**

**Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.**

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete.

Labels can be ordered at no cost via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com).

## Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the ELSA screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

<b>Service Number</b>	96H6		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	WWO		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark labor as causal		
<b>Vehicle Wash/Loaner</b>	<p>Do not claim wash/loaner under this action</p> <p><b>U.S.A.:</b> Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.</p> <p><b>Canada:</b> Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.</p>		
<b>Criteria I.D.</b>	01		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	9635 23 99	10	Place owner manual supplement into glove compartment

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Subject: Service Action 96H6 - Owner Manual Information - Lane Change System (Side Assist)**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2021 model year Volkswagen Atlas vehicles. Our records show that you are the owner of a vehicle affected by this action.

<b>What is the issue?</b>	In addition to the "Blind Spot" assistance system, the functions of the "Lane Change System (Side Assist)" assistance system were installed on the control unit in a limited number of Atlas vehicles. As a result, your vehicle has received an assistance system with more features than originally ordered. The "Lane Change System (Side Assist)" function is not described in detail in the owner's manual.
<b>What will we do?</b>	We have enclosed an owner manual supplement containing the correct information for your vehicle.
<b>What should you do?</b>	Please review the enclosed supplement and keep it with your owner's manual for future reference.
<b>Lease vehicles and address changes</b>	If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.
<b>Can we assist you further?</b>	If you should have any questions about this communication, please reach out to us using your preferred method of communication at <a href="http://www.vw.com/contact">www.vw.com/contact</a> or by calling us at 800-893-5298.
<b>Checking your vehicle for open Recalls and Service Campaigns</b>	To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit <a href="http://www.vw.com/owners/recalls">www.vw.com/owners/recalls</a> and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Volkswagen Customer Protection

## Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Subject: Service Action 96H6 - Owner Manual Information - Lane Change System (Side Assist)**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2021 model year Volkswagen Atlas vehicles. Our records show that you are the owner of a vehicle affected by this action.

- |   |  |
|---|--|
| <b>What is the issue?</b>                 | In addition to the "Blind Spot" assistance system, the functions of the " Lane Change System (Side Assist)" assistance system were installed on the control unit in a limited number of Atlas vehicles. As a result, your vehicle has received an assistance system with more features than originally ordered. The " Lane Change System (Side Assist)" function is not described in detail in the owner's manual. |
| <b>What will we do?</b>                   | We have enclosed an owner manual supplement containing the correct information for your vehicle.   |
| <b>What should you do?</b>                | Please review the enclosed supplement and keep it with your owner's manual for future reference.   |
| <b>Lease vehicles and address changes</b> | If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.  |
| <b>Can we assist you further?</b>         | If you should have any questions about this communication, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at <a href="http://www.vw.ca">www.vw.ca</a> .  |

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Volkswagen Customer Protection

## Repair Instruction


### Section A - Check for Previous Repair

#### TIP

If Campaign Completion label is present, no further work is required.

Applicable criteria ID(s)	Campaign/Action Status
01 	Open 

**EXAMPLE**

Campaign/Action	Start	Designation
	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

**EXAMPLE**

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

#### TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

#### **CRITICAL REPAIR STEP**



If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**





## Technical modifications

### Atlas

This supplement describes revisions that have been produced after publication of the "Atlas" Owner's Manual. The new sections of text replace the corresponding Blind Spot Monitor sections of the Owner's Manual edition 2020/01.

Please refer to the other sections of the Owner's Manual for all other information, descriptions, and specifications for the operation and handling of your vehicle, such as information you should know regarding your personal safety and the safety of your passengers.

Technical modifications  
Atlas  
V1, R1, USA, en\_US  
Print status: 26.01.2021  
English USA: 2021.02  
Teile-Nr.: NA1012723SA



NA1012723SA



## WARNING

Operating, servicing and maintaining a passenger vehicle or off-highway motor vehicle can expose you to chemicals including engine exhaust, carbon monoxide, phthalates, and lead, which are known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize exposure, avoid breathing exhaust, do not idle the engine except as necessary, service your vehicle in a well-ventilated area and wear gloves or wash your hands frequently when servicing your vehicle. For more information go to [www.P65Warnings.ca.gov/passenger-vehicle](http://www.P65Warnings.ca.gov/passenger-vehicle).

BITT-1671

Fig. 1

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# Driver assistance systems

## Lane Change System (Side Assist)

### Introduction

The Lane Change System (Side Assist) helps the driver by detecting traffic behavior behind the vehicle.

Radar sensors monitor the area behind the vehicle. The system measures the distance and difference in speed to other vehicles and informs the driver through visual signals in the outside mirrors.

### System limitations

Only use the Lane Change System (Side Assist) on paved roads.

The Lane Change System may not interpret the traffic situation correctly in some situations, for example:

- In tight curves.
- When driving in the center of two lanes.
- When lanes have different widths.
- When driving at the top of a hill.
- In poor weather conditions.
- When certain types of equipment are on the side of the road, such as high or offset guard rails.

### WARNING

The intelligent technology of the Lane Change System (Side Assist) cannot overcome the laws of physics and it can only operate within the limits of the system. Do not allow the increased convenience of the Lane Change System (Side Assist) to tempt you into taking risks. Careless or unintended use of the Lane Change System (Side Assist) can cause accidents and serious injuries. The system cannot replace the driver's attention.

- Always adapt your speed and remain a safe distance to vehicles driving ahead according to the visual, weather, road, and traffic conditions.
- Always keep your hands on the steering wheel so that you are prepared to steer at any time.
- Pay attention to the displays in the outside mirror glass and in the instrument cluster display, and act accordingly.
- Always pay attention to the area around your vehicle.

- Never use the Lane Change System (Side Assist) if the radar sensors are dirty, covered up, or damaged. The function of the system may be impaired in such cases.
- Sunlight may reduce the visibility of the visual display in the outside mirror.

The radar sensors calibrate once, on the first kilometer of a journey after the vehicle is delivered, and then again if the sensor technology has been repaired. The range of the sensors may be limited during the calibration phase.

### Driving with the lane change system



Please read the introductory information and heed the Warnings and Notice  on page 1.



Fig. 2 In the outside mirror: Visual indicators for Side Assist.

### Switching on and off

- Use the Assist systems menu in the instrument cluster.
- **OR:** Depending on vehicle equipment, use the button for driver assistance systems.
- **OR:** depending on the equipment, go to the Driver assistance menu in the Infotainment system.


When the Lane Change System (Side Assist) is switched on, the yellow indicator light  comes on once briefly in the mirror glass.

The last saved system setting is also kept after the ignition is switched off and back on.


### System function

The switched on lane change system is active from approximately 9 mph (approximately 15 km/h). The lane change system deactivates at a speed below approximately 6 mph (approximately 10 km/h).



The yellow indicator light turns on in the respective outside mirror in the following situations  → [fig. 2](#)

- When your vehicle is passed.
- When passing another vehicle and the difference in speed between the two vehicles is up to approximately 9 mph (approximately 15 km/h). There is no indicator if the passing speed is clearly faster.

If a vehicle was detected in the blind spot and the turn signal on the side where the vehicle was detected is activated → [page 1](#), then the yellow indicator light  flashes.

The faster another vehicle approaches, the sooner the display in the outside mirror will turn on.

### Lane change system "Side Assist Plus"

When driving with the Lane Keeping System (Lane Assist), a corrective steering intervention warns drivers when a possibly critical situation is detected when changing lanes (level, warning level), if the Lane Keeping System (Lane Assist) is switched on. Corrective steering also occurs if the turn signal is activated for the respective side. If the corrective steering is overridden by the driver, an additional warning is given with a steering wheel vibration.

### Automatic deactivation

The lane change system switches off automatically if the radar sensors are permanently covered. For example, this could be from ice or snow covering the radar sensor.


A message will appear in the instrument cluster display.

If the lane change system sensor is automatically deactivated, the system can be activated only after switching the ignition off and back on.


If the factory installed trailer hitch is electrically connected with a trailer or a similar device, the lane change system switches off automatically. The lane change system switches on automatically after disconnecting the trailer from the vehicle. If the trailer hitch is not installed in the factory, the lane change system must be switched off manually during trailer mode.



### Brightness


The brightness of the visual display adapts it self automatically to the ambient brightness.

You can set the default brightness of the display in the Assistance systems menu of the Infotainment system. The lane change system is not active while making the settings. 

## Troubleshooting

 Please read the introductory information and heed the Warnings and Notice  on [page 1](#).

  Lane Change System (Side Assist) malfunctioning.

The yellow indicator light turns on. In addition, the yellow central warning light  comes on.

- Get professional assistance.

**No sensor range, malfunction message, system switches off automatically.**

- Clean the radar sensors or remove labels or accessories from the radar sensors.
- Check if there is any noticeable damage.

**The system is functioning differently than expected.**

- The radar sensors could be dirty. In addition to dirt and snow, the sensor range can also be impaired by soap residue or other coatings.
- The system conditions are not met → [page 1](#).
- The radar sensors could be covered by water.
- The vehicle could be damaged in the radar sensor area, for example from parking barriers.
- The coverage areas of the radar sensors could be blocked by attachments, for example by bicycle carriers.
- The paint may have been changed or other structural modifications may have been made near the radar sensors, for example to the front of the vehicle or to the suspension.
- The side mirrors may be covered with after-market tinting films. 