

On-car analysis list from March 3rd, 2022
please contact VW Helpline before attempting repair

	Models	MY	Engine	Transmission	Topic	Customer Complaint
Powertrain	Atlas, Atlas Cross Sport	21-22	All	All	Heat Shield Rattle	Customer states rattle noise from the underbody heat shields
	Taos	21-22	All	All	Engine oil leak	Customer states fluid leak from engine area (Untouched vehicles) (Leak must be from the Oil Level Sensor) (Provide pictures of leak and lower oil pan production stamp when calling the helpline)
Chassis	Atlas, Atlas Cross Sport	21-22	All	All	Front Brake Noise	Customer states front brakes noisy (untouched vehicles) (Noise must currently be present and reproducible)
Electric	Tiguan	21-22	All	All	Blower stays on Faults B10AE31, B10AE04	Customer states blower stays on (Must have faults code B10AE31 and/or B10AE04 and Corrosion in high pressure sensor connector)
Body	Atlas, Atlas Cross Sport	21-22	All	All	Seat memory inoperative Loss of basic settings	Customer states cannot set seat memory. B135454: Seat height or tilt adjustment motor no basic setting B201000: no basic setting. (Note: vehicle should not have had basic settings reset) Must be after VIN break MC561903 (Atlas) or MC214616 (Atlas Cross Sport)
	Tiguan	22	All	All	Seat memory inoperative Loss of basic settings	Customer states cannot set seat memory. B135454: Seat height or tilt adjustment motor no basic setting B201000: no basic setting. (Note: vehicle should not have had basic settings reset)
Other	Jetta, Golf, Beetle, SportWagen	09-14	2.0 (CJAA and CBEA)	All	TDI Inspection	Any TDI Gen I TDI within the vehicle/MY range. Topic is for information gathering only Web tickets only (\$40 technician gift card for vehicles reported) (Complete worksheet Gen 1 TDI No DPF faults VIN4PIN when creating WEB ticket) (Cannot have any DPF faults/DPF related issues)