



# Compliance Recalls

## Code: 91BB & 91BC

**Subject** Rear Camera Software

**Release Date** November 25, 2020

**Affected Vehicles** *NOTE: Vehicles will have only one code – either 91BB OR 91BC – showing open in ELSA.*

91BB				
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	GOLF GTI	1,773
USA	2021	2021	JETTA	2,065
USA	2021	2021	JETTA GLI	615
USA	2021	2021	TIGUAN	15,770
CAN	2021	2021	GOLF	1,097
CAN	2021	2021	GOLF GTI	250
CAN	2021	2021	JETTA	160
CAN	2021	2021	JETTA GLI	35
CAN	2021	2021	TIGUAN	433
91BC				
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	ARTEON	1,355
USA	2021	2021	ATLAS	6,796
USA	2021	2021	ATLAS CROSS SPORT	3,573
CAN	2021	2021	ARTEON	162
CAN	2021	2021	ATLAS	290
CAN	2021	2021	ATLAS CROSS SPORT	137

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** The rear view camera could malfunction for a short time under certain circumstances (the rear view camera images may not be available for one ignition cycle, leading to a black screen or MIB (infotainment system) freeze). This makes the camera non-compliant with regulatory requirements (as a result of not instantaneous activation of the rear view camera (RVC) during an ignition cycle (AreaView) or in a parking cycle (RVC Low and RVC Compact). A malfunctioning rear camera can pose a risk of crash or injury, as visibility for the driver may be limited in circumstances where the camera would be beneficial to help identify/avoid people or objects at the rear of the vehicle.

**Corrective Action** At no cost to owners, dealers will install a software update to correct this noncompliance.

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by “do-it-yourselfers,” and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2020 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

<b>Code Visibility</b>	On or about November 25, 2020, the campaign code will be applied to affected vehicles.
<b>Owner Notification</b>	Owner notification will take place in December 2020. Owner letter examples are included in this bulletin for your reference.
<b>Additional Information</b>	<p><b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b></p> <p><b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b></p> <p><b><u>New Vehicles in Dealer Inventory:</u> 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.</b></p> <p><b><u>Pre-Owned Vehicles in Dealer Inventory:</u> 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.</b></p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p> <p>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 <a href="http://www.vwclub.com">www.vwclub.com</a>.</p>

## 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>	91BB -OR- 91BC		
<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>	Do not claim wash/loaner under this action  <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.  <b>Canada:</b> Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.		
<b>Criteria I.D.</b>	01		
	Check infotainment software version, software update is <u>not</u> required		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0183 00 99	10	Check software version, no update necessary
<b>OR</b>	Check infotainment software version, software update is required		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	2706 89 50	10	Connect battery charger
	9193 25 99	50	Update infotainment system software via USB drive
	9193 26 99	Time stated on diagnostic protocol (up to 40 TU)	Perform software change documentation via SVM

## 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>

**NHTSA:** 20V716

**Subject: Compliance Recall <CODE> - Rear Camera Software**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that certain 2021 model year Volkswagen vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 111, *Rear Visibility*. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?**

The rear view camera could malfunction for a short time under certain circumstances (the rear view camera images may not be available for one ignition cycle, leading to a black screen or MIB (infotainment system) freeze). This makes the camera non-compliant with regulatory requirements (as a result of not instantaneous activation of the rear view camera (RVC) during an ignition cycle (AreaView) or in a parking cycle (RVC Low and RVC Compact).

A malfunctioning rear camera can pose a risk of crash or injury, as visibility for the driver may be limited in circumstances where the camera would be beneficial to help identify/avoid people or objects at the rear of the vehicle.

**What will we do?**

To correct this noncompliance, your authorized Volkswagen dealer will update the rear camera software. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

**What should you do?**

Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. To set up an appointment online, please visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer).

**Lease vehicles and address changes**

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to 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.

**Can we assist you further?**

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at [www.vw.com/contact](http://www.vw.com/contact) or by calling us at 800-893-5298.

**Checking your vehicle for open Recalls and Service Campaigns**

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit [www.vw.com/owners/recalls](http://www.vw.com/owners/recalls) and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

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>

**Transport Canada Recall:** 2020-556

**Subject: Compliance Recall <CODE> - Rear Camera Software**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?**

The rear view camera could malfunction for a short time under certain circumstances (the rear view camera images may not be available for one ignition cycle, leading to a black screen or MIB (infotainment system) freeze). This makes the camera non-compliant with Canada Motor Vehicle Safety Standard - CMVSS 111 - *Mirrors and Rear Visibility Systems* (as a result of not instantaneous activation of the rear view camera (RVC) during an ignition cycle (AreaView) or in a parking cycle (RVC Low and RVC Compact).

A malfunctioning rear camera can pose a risk of crash or injury, as visibility for the driver may be limited in circumstances where the camera would be beneficial to help identify/avoid people or objects at the rear of the vehicle.

**What will we do?**

To correct this noncompliance, your authorized Volkswagen dealer will update the rear camera software. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

**What should you do?**

Please contact your authorized Volkswagen dealer without delay to schedule this recall repair.

**Lease vehicles and address changes**

If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

**Can we assist you further?**

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, 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 [www.vw.ca](http://www.vw.ca).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection

## Required Tools

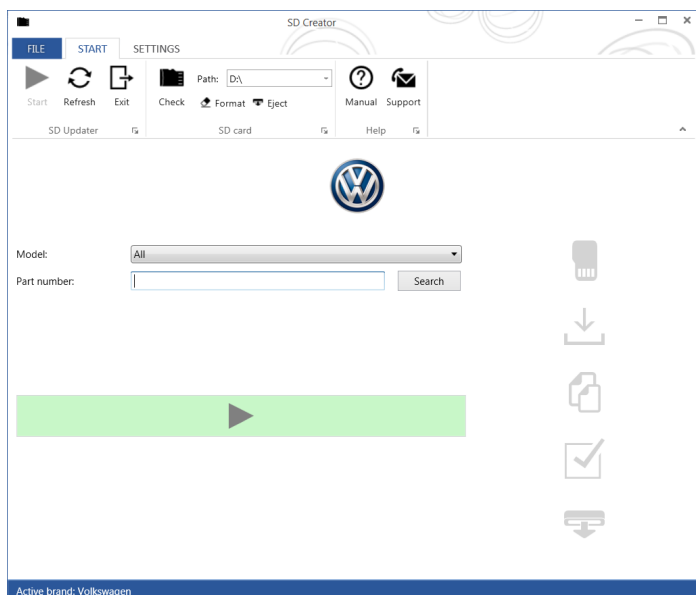


Battery Tester/Charger  
- GRX3000VAS-  
(or equivalent)



Diagnostic Tester  
-VAS6150X/VAS6160-  
(or equivalent)

## Required USB Drive



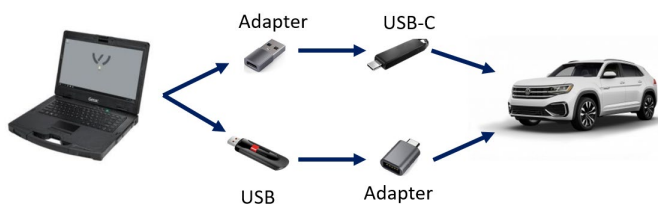
- The required software will have to be downloaded onto a USB (or USB-C) drive using the SD Creator program
- **Reference the latest version of TSB 2054866 for additional information on the use of the SD Creator program.**

### NOTE

- The required USB drives cannot be ordered via the parts ordering system, they must be created using the SD Creator program.
- The required USB drive is a servicing material. Therefore the cost of the USB drive will not be reimbursed.
- The USB drive can be used for future software updates.

### Software Part Number

3G0.919.360.MD





- The MIB3 system uses a USB-C input.
- If the software is downloaded onto a USB drive, a USB to USB-C adapter will be required.
- If the software is downloaded onto a USB-C drive, a USB-C to USB adapter will be required since the VAS tester does not have a USB-C drive.

## 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**



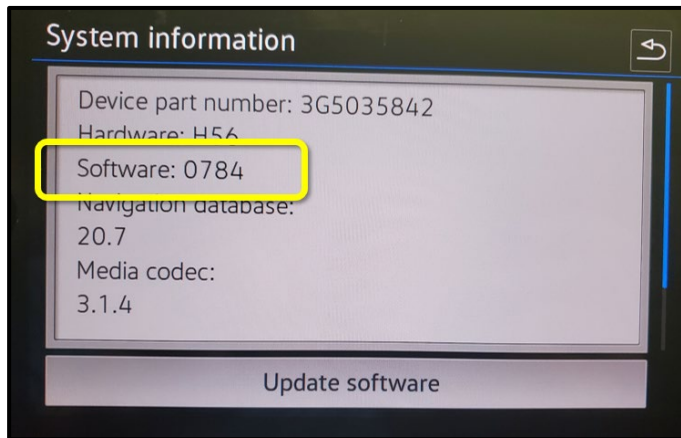
If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

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

#### NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

## Section B – Updating MIB3 (005F) Software



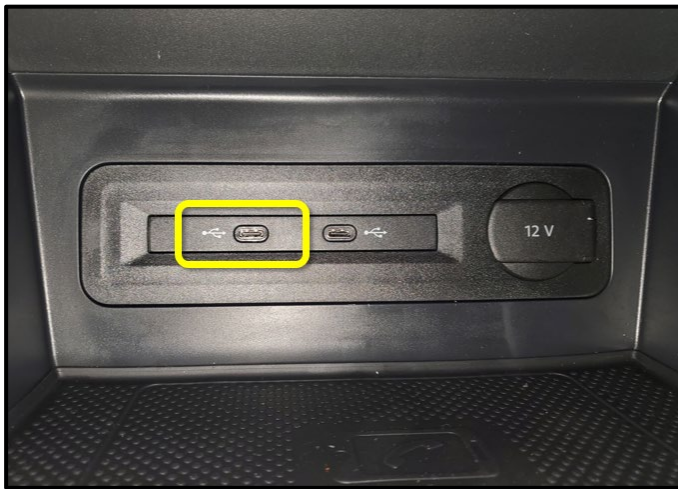
- Check the current software version.
  - Click Menu
  - Settings
  - System Information
- If software version is 0786 or higher:
  - No further work is required.
  - Proceed to Section D.
- If software version is lower than 0786 (typically 0781 or 0784):
  - MIB3 system requires updating.
  - Proceed to the next step.
- Open the hood.
- Open the battery cover.
- Switch the ignition on.
- Apply the parking brake.
- Switch off all consumers (headlights, heated seats, climate control, etc.).
- Attach the GRX3000VAS Tester/Charger (or equivalent) IN POWER SUPPLY MODE to the vehicle battery.

### ! NOTE

#### **Vehicles with Battery Monitoring Control Module -J367- and/or an EFB Battery:**

When connecting the charger to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. DO NOT connect the ground cable directly to negative terminal of the battery.

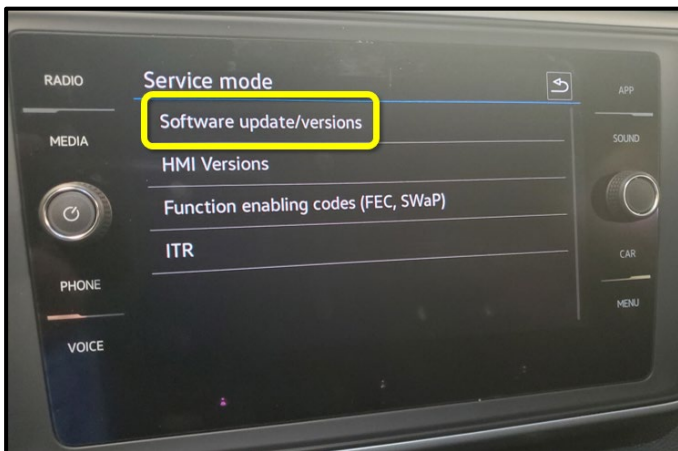




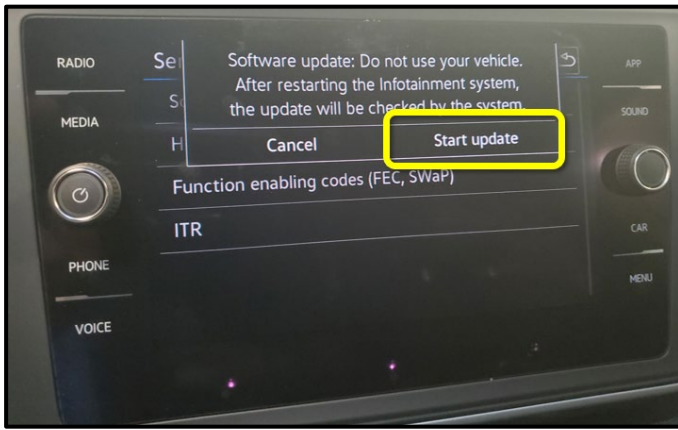
- Insert the USB drive in port 1 of the USB connection in front center console storage compartment.



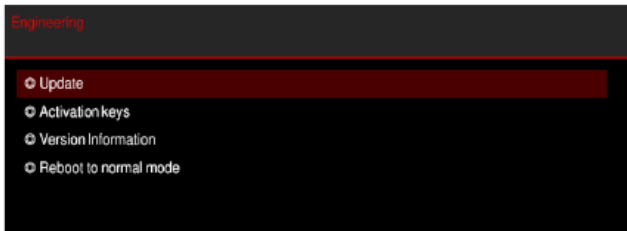
- Press and hold the "MENU" button located on the Radio for 5 seconds, wait until service mode is available.



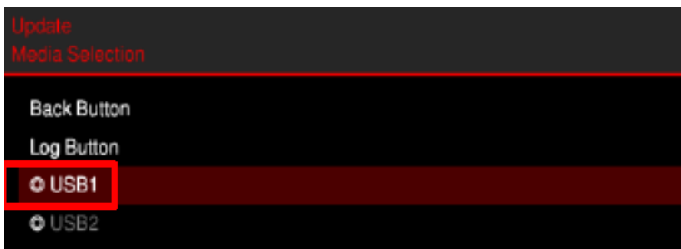
- Select the option "Software Update/Versions."



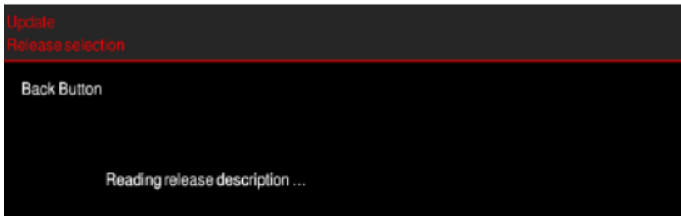
- Select "Start update."

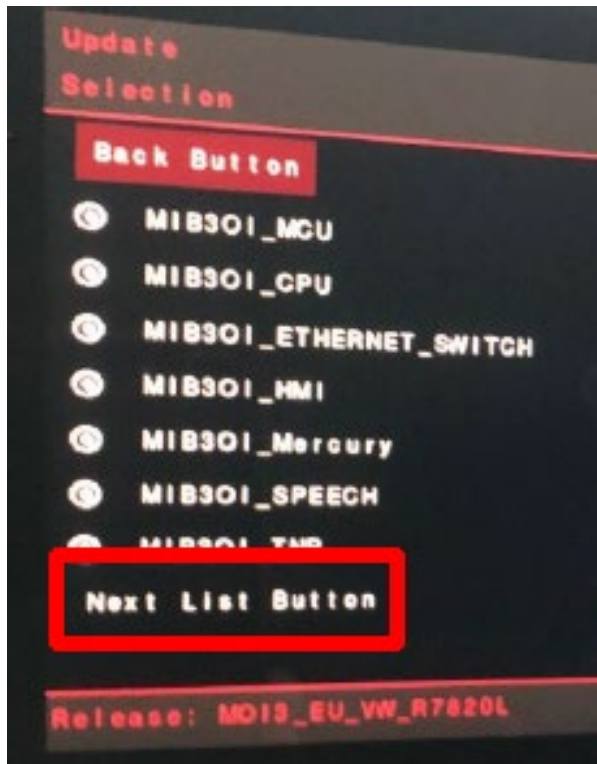


- Select Update.

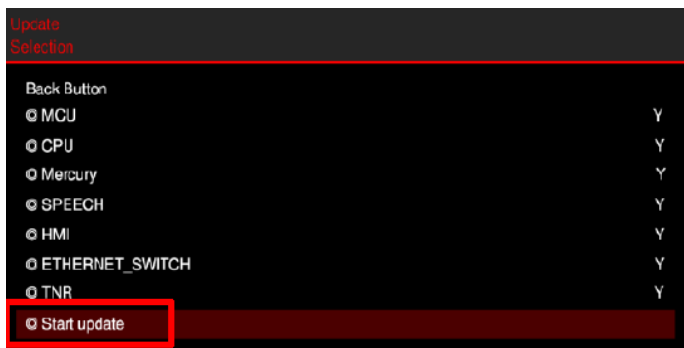


- Select the option USB 1.

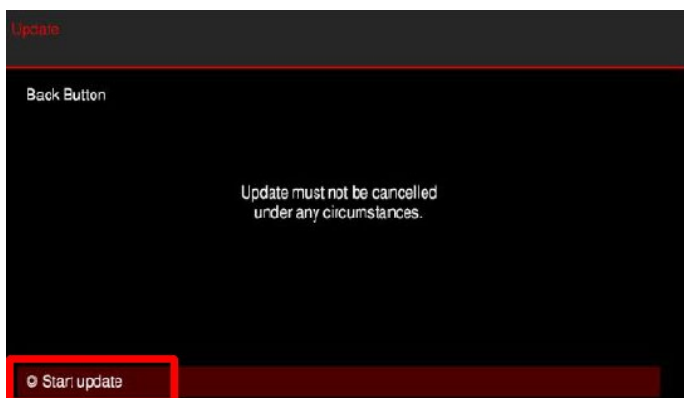




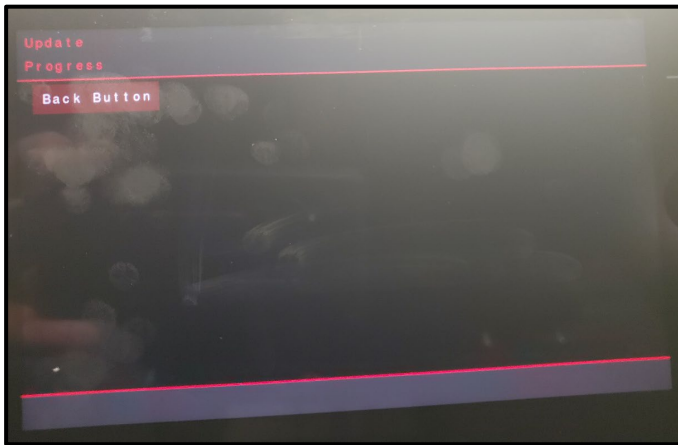
- Select next list button option.



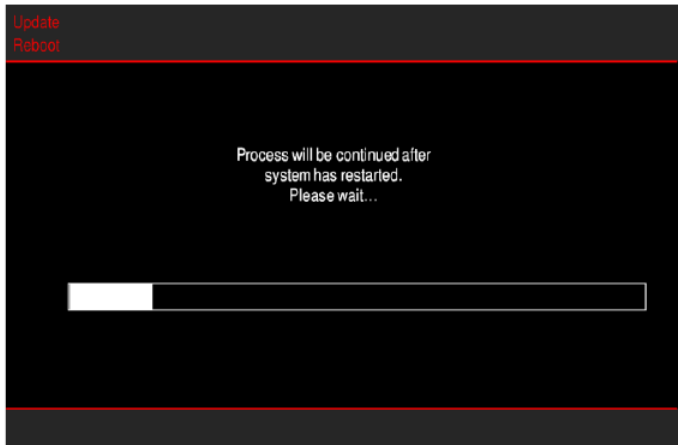
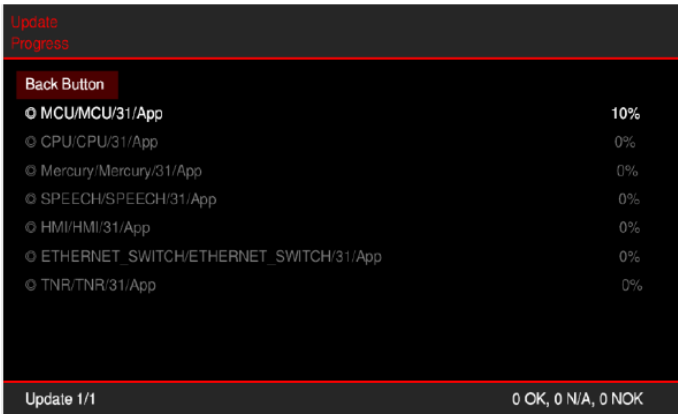
- Select "Start Update."



- Select "Start Update."

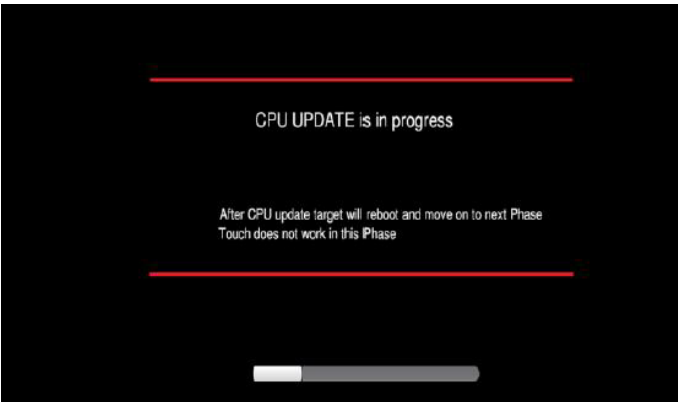


**NOTE**  
 After starting the update, this screen will appear and remain for up to 5 minutes.



- Software Update progress screens shown here.

**NOTE**  
 The screen may go blank a few times during the update.

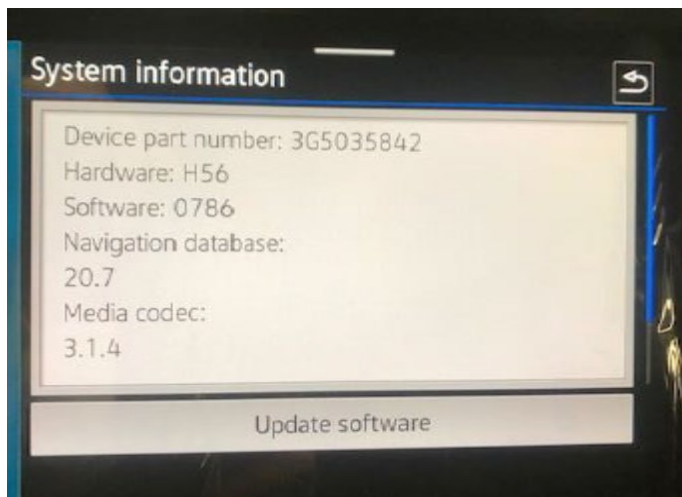




- When the Update Summary screen appears, select “Resume.”



- When the completed update screen appears, select, “OK.”



- Confirm the software is updated to version 0786.
  - Click Menu
  - Settings
  - System Information
- Switch off ignition
- Remove USB drive.

**Proceed to Section C**

## Section C – Documenting Software Change via SVM

### NOTE

**Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;**

- ✓ **The ODIS software is completely up to date.**
  - Refer to the “Alerts” section on ServiceNet home page for the current ODIS version.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
  - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
  - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
  - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **The VAS Diagnostics Interface MUST ONLY be connected to the tester with a USB cable.**
  - Performing a software update using a Bluetooth or WiFi connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth or WiFi.

### WARNING

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

### TIP

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2014603: *Software Version Management (SVM) Operating Instructions*.

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

 **NOTE**

- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.

 **NOTE**

- All campaign software updates must be completed during a single, standalone ODIS Diagnostic Session. You must fully complete this campaign and send all logs before beginning any other campaigns or operations.
- If there are any ODIS "Hot-Fix" patches installed, they must be removed from the scan tool before beginning this operation. ODIS "Hot-Fix" patches may affect the update process.

- Open the hood.
- Open the battery cover.
- Switch the ignition on.
- Apply the parking brake.
- Switch off all consumers (headlights, heated seats, climate control, etc.).
- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.
- Attach the GRX3000VAS Tester/Charger (or equivalent) IN POWER SUPPLY MODE to the vehicle battery.

 **NOTE**

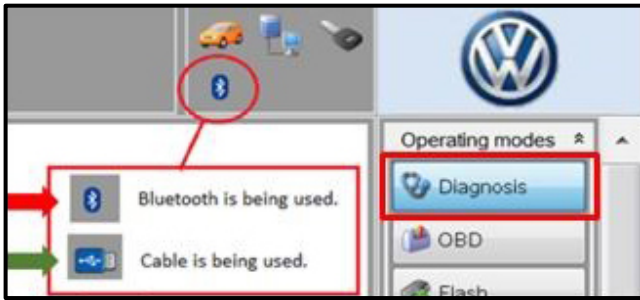
**Vehicles with Battery Monitoring Control Module -J367- and/or an EFB Battery:**

When connecting the charger to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. DO NOT connect the ground cable directly to negative terminal of the battery.

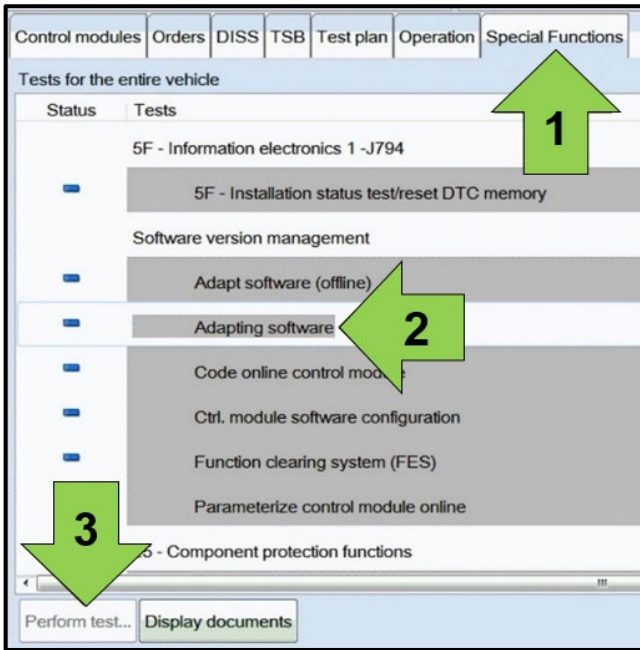
- Turn the hazards on.

 **CAUTION**

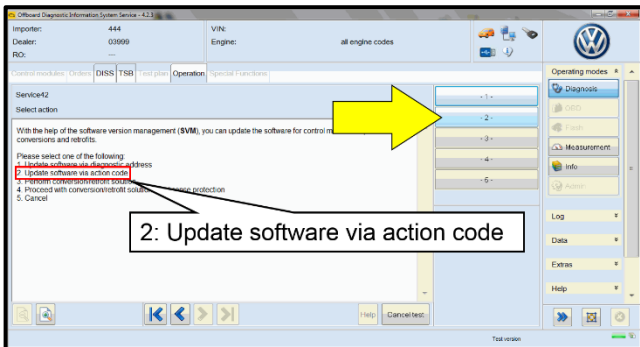
The procedure may cancel itself if the hazard warning lights are not switched on. The hazard warning lights prevent the system from switching to bus sleep mode during the update.



- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.
  - If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.
- Upon ODIS startup, verify the “Diagnosis” operating mode is selected <as shown>.

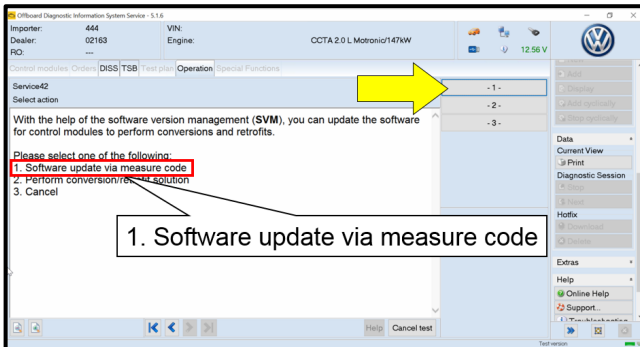


- Once the GFF scan is complete, select “Special functions” <arrow 1>, then “Adapting software” <arrow 2>, then select “Perform test” <arrow 3>.

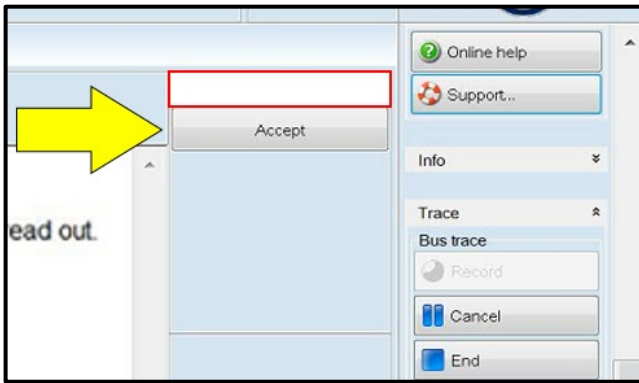


- Select the correct option to “Update software via action code” OR “Software update via measured code”.

**NOTE**  
The different options to perform the SVM operation may vary based on model.







**NOTE**

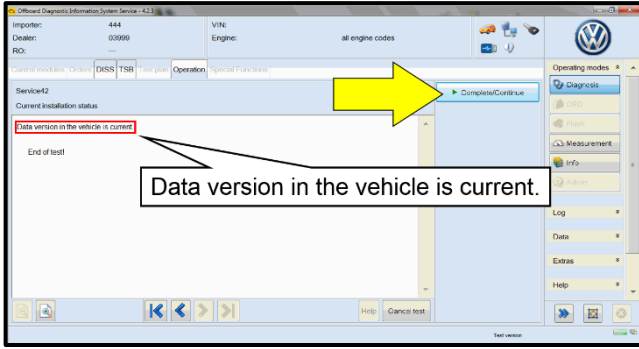
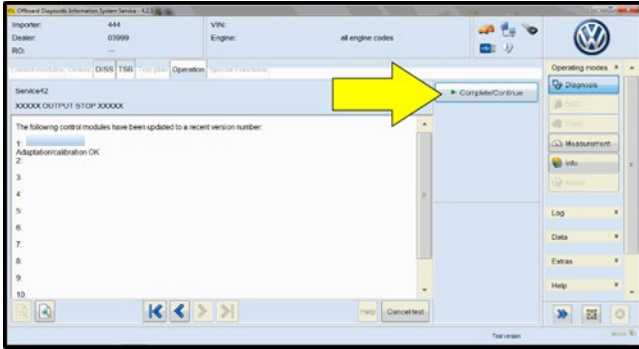
***Using Bluetooth or WiFi for this action is PROHIBITED!***

Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM flash process is not covered.

- Enter the corrective action code (SVM code) as listed below.

<b>SVM code</b>
<b>4525</b>

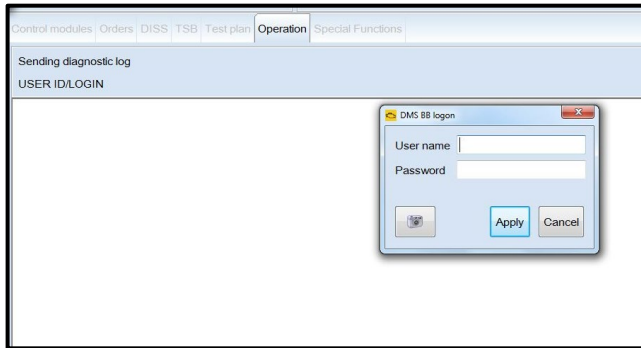
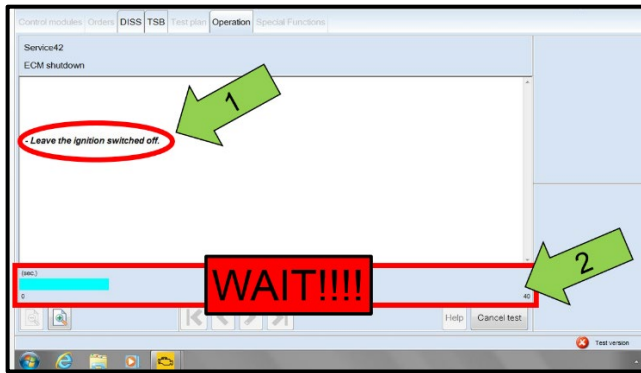
- Select "Accept" <arrow> and follow the on screen prompts.
- Select Complete/Continue <arrow> after each operation is completed.



- When the SVM update is complete a confirmation message is displayed <as shown>.
- Select "Complete/Continue" <arrow>.

**TIP**

If the software in the vehicle is already current, a message may appear indicating this. If this occurs, complete the ODIS test plan and send the diagnostic protocol online.



**NOTE**

- It is **IMPERATIVE** that **ALL** of the ignition cycle on/off delay requests are fulfilled in their entirety during this flash process <arrow 1>.
- Failing to wait for the ignition on/off timing cycle to complete (progress bar and countdown timer <arrow 2>) before cycling the ignition on/off **MAY** damage a control module.
- Damage to control modules as a result of failing to wait the specified time displayed by the progress bar and countdown timer <arrow 2> are **NOT** covered under this action.

- Exit GFF and send diagnostic protocol online when prompted.
- Release the parking brake.
- Disconnect the VAS tester.
- Switch off and disconnect the battery charger.
- Reinstall the battery cover.

**NOTE**

Static communication faults may store in various control modules during the SVM procedure. These faults can only be cleared by following one of these steps:

- Drive the vehicle a short distance (around the parking lot, for example).
- After selecting "Yes", turn the ignition off for 30 seconds, turn it back on and repeat the GFF exit program.
- Clear faults using OBD (an additional key cycle may also be required).

**Proceed to Section D.**

## Section D – Campaign Completion Label

### Install Campaign Completion Label

- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.



#### TIP

Ensure Campaign Completion Label does not cover any existing label(s).