



VOLKSWAGEN DEALER COMMUNICATION

IMPORTANT – FAQs for Safety Recall 97GF / Front Door Wiring Harness

Date: April 01, 2022

Frequently Asked Questions

Q: What vehicles are included in Safety Recall 97GF?

A:

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2019	2023	ATLAS	146,619
USA	2020	2023	ATLAS CROSS SPORT	76,273
CAN	2019	2022	ATLAS	14,973
CAN	2020	2022	ATLAS CROSS SPORT	8,219

Q: What is the safety concern for Safety Recall 97GF?

A: The recall condition can result in a fault that causes the airbag light to be illuminated. When illuminated, in the event of certain side crash scenarios that would cause the side airbag to deploy, the side airbag may deploy later than designed. This may lead to an increased injury to vehicle occupants.

Q: Are there any precautions customers should take because their vehicle is part of Safety Recall 97GF?

A: Customers can continue driving their vehicle. Please advise customers to ensure that everyone who uses their vehicle has read the owner's manual and is familiar with how the warning lights in the vehicle function.

If the recall condition is present in the vehicle, the airbag warning light may illuminate if a malfunction is detected. Other symptoms of a sporadic interruption of the affected electrical connection can be: inadvertently rolling down windows, inadvertent park brake engagement at low speeds (below approximately 3km/h or 1.8 mph), warning regarding faulty door sensor.

Customers experiencing any of these conditions are advised to contact an authorized Volkswagen dealer to have their vehicle diagnosed/repared.

Q: What is the repair for the Safety Recall 97GF?

A: Once all repair materials become available, dealers will check both front doors to determine if diagnostic trouble (fault) code(s) specific to the affected wiring harness are present. If the fault code(s) are present for a front door, the affected wiring harness will be replaced in that door. Harnesses will be modified with a zip tie to secure them, and a stabilizing compound will be applied to the terminal ends of the affected wiring harness connectors.

If fault code(s) are not found, the existing wiring harness will be modified with a zip tie to secure it and a stabilizing compound will be applied to the terminal ends of the affected wiring harness connector(s).

Ensure all dealership 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.

Q: When will the repair for Safety Recall 97GF be available?

A: This recall repair is not yet available. Volkswagen will send customers a letter via first-class mail to let them know when they can schedule the recall repair with a dealer. At this time, parts are estimated to be available for repairs in May 2022.

Q: Is the campaign harness parts for Safety Recall 97GF going to be the same part that we are currently using to fix Atlas now?

A: Yes, but there are additional parts that will also be needed for the safety recall remedy. These are currently in the procurement process.

Q: Will customers that recently had a new wiring harness installed have to come back for additional repair under the safety recall?

A: Yes. There are additional parts that will also be needed for the safety recall remedy. These are currently in the procurement process.

Q: Will customers that have harnesses installed between now and when the repair is available have to come back again?

A: Yes. There are additional parts that will also be needed for the safety recall remedy. These are currently in the procurement process.

Q: Should vehicles currently waiting for a harness now wait for the final repair parts?

A: No. Dealers can install parts needed to address any vehicle experiencing an issue today. However, there are additional parts that will also be needed for the safety recall remedy. These are currently in the procurement process.

Customers can continue to drive their vehicles. Please make sure to advise customers to ensure that everyone who uses their vehicle has read the owner's manual and is familiar with how the warning lights function in the vehicle.

Q: When will the parts approved for the recall be available?

A: Parts are estimated to be available for repairs May 2022.

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