



# VOLKSWAGEN DEALER COMMUNICATION

## Repair Available – Compliance Recall 91DV / Rearview Camera Software

**This notice is for:**

- |                    |                      |                          |
|--------------------|----------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager    | ✓ Warranty Administrator |
| ✓ General Manager  | ✓ Parts Manager      | ✓ Technicians            |
| ✓ Sales Managers   | ✓ Service Consultant |                          |

**Date:** August 01, 2022

**Issue:** The manufacturing process of the eMMC memory module may cause the rearview camera image not to display in specific use cases. A rearview camera that does not display an image reduces the driver's rear view, increasing the risk of a crash.

- Repair:**
- REPAIR AVAILABLE – August 02, 2022 / Install updated infotainment system software
  - See ELSA/ServiceNet 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:** No parts needed; software update only.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	ARTEON	685
USA	2021	2022	ATLAS	12,578
USA	2021	2022	ATLAS CROSS SPORT	6,786
USA	2021	2021	GOLF GTI	647
USA	2021	2022	JETTA	1,101
USA	2021	2021	JETTA GLI	377
USA	2022	2022	TAOS	2,882
USA	2021	2022	TIGUAN	18,035
CAN	2021	2021	ARTEON	84
CAN	2021	2022	ATLAS	3,031
CAN	2021	2022	ATLAS CROSS SPORT	1,852
CAN	2021	2021	GOLF	3,233
CAN	2021	2021	GOLF GTI	857
CAN	2021	2021	JETTA	4,858
CAN	2021	2021	JETTA GLI	477
CAN	2022	2022	TAOS	1,987
CAN	2021	2022	TIGUAN	7,174

*\*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.*

*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.*

**Notes:**

- Schedule owner repairs immediately
- Owner mailing – August 2022

**U.S.A.:** 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.

**Canada:** Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.

**IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS**

**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.

**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-**