



# Compliance Recall

## Code: 91EK

<b>Subject</b>	Rearview Camera				
<b>Release Date</b>	April 27, 2023				
<b>Affected Vehicles</b>	<b>Country</b>	<b>Beginning Model Year</b>	<b>Ending Model Year</b>	<b>Vehicle</b>	<b>Vehicle Count</b>
	USA	2022	2023	GOLF GTI	1,316
	USA	2022	2022	GOLF R	216
	USA	2022	2023	ID4	355
	CAN	2022	2023	GOLF GTI	316
	CAN	2022	2022	GOLF R	182
	CAN	2022	2022	ID4	7
	<p>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 <u>only</u> valid campaign inquiry &amp; verification source.</p> <ul style="list-style-type: none"> <li>✓ Campaign status must show "open."</li> <li>✓ 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.</li> </ul>				
<b>Problem Description</b>	<p>On the affected vehicles, after shifting into reverse or manually activating the parking function, the rearview camera picture may not be displayed. The rearview camera image may not meet the regulatory response time requirement. A rearview camera with a deactivated image can reduce the driver's information of what is behind the vehicle, increasing the risk of a crash or injury to people outside the vehicle.</p>				
<b>Corrective Action</b>	Replace the rearview camera.				
<b>Precautions</b>	<p>If the rearview camera image is deactivated while in reverse, drivers should exercise further caution when reversing the vehicle. Additionally, on certain vehicles, the system may display information that the rearview camera is not available.</p>				
<b>Code Visibility</b>	On November 10, 2022, the campaign code was applied to affected vehicles.				
<b>Owner Notification</b>	Owner notification will take place in April 2023. 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>				

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. ©2023 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

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).*

## Parts Information

<b>Parts Control Type:</b> <b>VIN to Order</b>	If parts are needed to support a vehicle repair: <ul style="list-style-type: none"> <li>• US Dealers - use AVA</li> <li>• CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order</li> </ul>
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<b>Initial Allocation:</b> <b>NO</b>	There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.
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<b>Repair Projection Tool:</b> <b>(right click to open)</b>	
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	5H0-827-469-P DPJ	MECHANISM	VIN To Order
02	1	1EA-980-556-F	Ctrl unit	

### NOTE

The specified part numbers reflect the status at the start of this action. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

## 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>	91EK		
<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>	<u>Vehicles with Criteria 01</u> - Mark MECHANISM* as causal part <u>Vehicles with Criteria 02</u> - Mark Ctrl unit* as causal part		
<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		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	9143 55 99	80	Replace rear view camera
	9143 15 99	50	Back-up camera adjust
	2706 89 50	10	Connect battery charger
	0150 00 00	Time stated on diagnostic protocol	GFF Operations for calibrating rear view camera
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	5H0827469P DPJ	MECHANISM*

Continued on next page

<b>Criteria I.D.</b>	02		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	9143 56 99	50	Replace rear view camera
	9143 16 99	60	Back-up camera adjust
	2706 89 50	10	Connect battery charger
	0150 00 00	Time stated on diagnostic protocol	GFF Operations for calibrating rear view camera
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	1EA980556F	Ctrl unit*

## 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:** 22V823

**Subject: Compliance Recall 91EK – Rearview Camera**

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 2022-2023 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?** On the affected vehicles, after shifting into reverse or manually activating the parking function, the rearview camera picture may not be displayed. The rearview camera image may not meet the regulatory response time requirement. A rearview camera with a deactivated image can reduce the driver's information of what is behind the vehicle, increasing the risk of a crash or injury to people outside the vehicle.

**What will we do?** To correct this noncompliance, your authorized Volkswagen dealer will replace the rearview camera. This work will take about a day 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 work. To set up an appointment online, please visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer).

**Precautions you should take** If the rearview camera image is deactivated while in reverse, drivers should exercise further caution when reversing the vehicle. Additionally, on certain vehicles, the system may display information that the rearview camera is not available.

**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:** 2022-630

**Subject: Compliance Recall 91EK – Rearview Camera**

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?** On the affected vehicles, after shifting into reverse or manually activating the parking function, the rearview camera picture may not be displayed. The rearview camera image may not meet the regulatory response time requirement. A rearview camera with a deactivated image can reduce the driver's information of what is behind the vehicle, increasing the risk of a crash or injury to people outside the vehicle.

**What will we do?** To correct this noncompliance, your authorized Volkswagen dealer will replace the rearview camera. This work will take about a day 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 work.

**Precautions you should take** If the rearview camera image is deactivated while in reverse, drivers should exercise further caution when reversing the vehicle. Additionally, on certain vehicles, the system may display information that the rearview camera is not available.

**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

## Repair Overview



- Replace rear view camera.

### 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.



## Required Tools


 <p>Pry lever -80-200- (or equivalent)</p>	 <p>Omega Clip Tool -T40280- (or equivalent)</p>
 <p>Calibration Tool - Spacing Laser -VAS6350/2A-</p>	 <p>Calibration Tool -VAS6350A-</p>
 <p>Calibration Tool - Linear Laser -VAS6350/3A-</p>	

## 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**



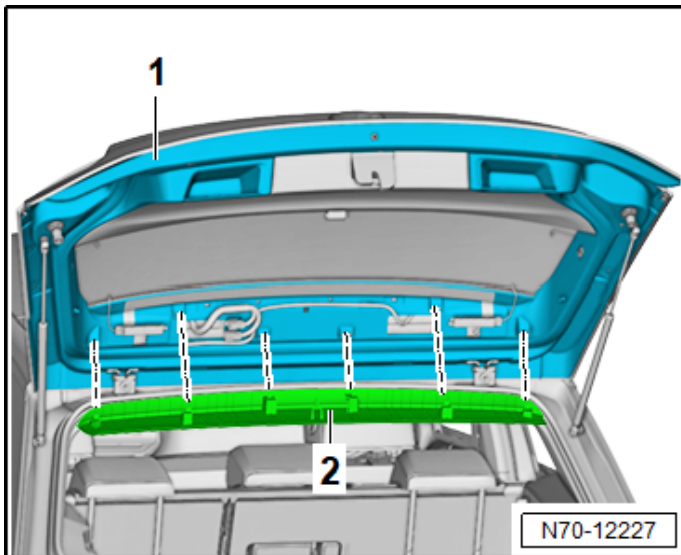
If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

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

**GTI/Golf R models – Proceed to Section B**

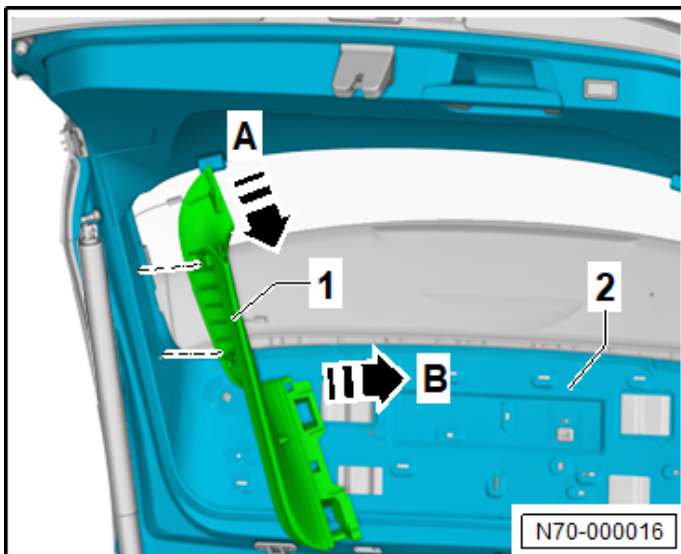
**ID.4 models – Proceed to Section C**

## Section B – Replacing Rear View Camera (GTI/Golf R – Criteria 01)



### Remove rear lid upper trim panel:

- Remove the emergency triangle (if equipped).
- Unclip the rear lid upper trim panel <2> from the rear lid <1> using a Pry Lever - 80-200-.

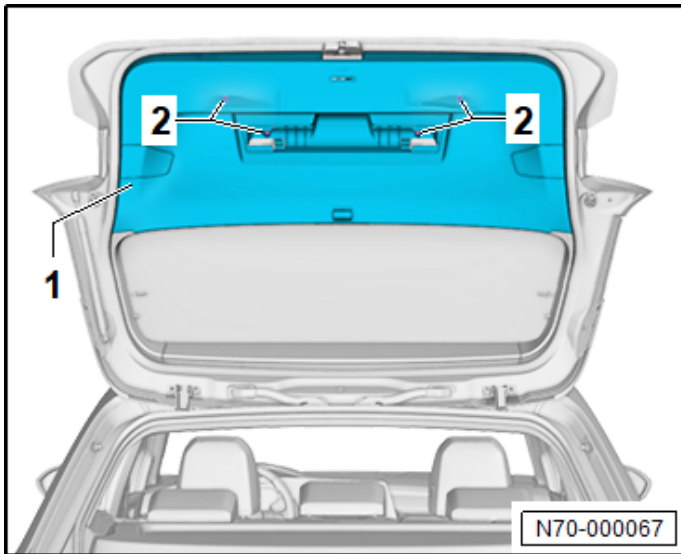


### Remove rear lid side trim panels:

- Unclip the rear lid side trim panel <1> from the rear lid <2> in the direction of <arrow B>.
- Remove the rear lid side trim panel <1> in the direction of <arrow A>.

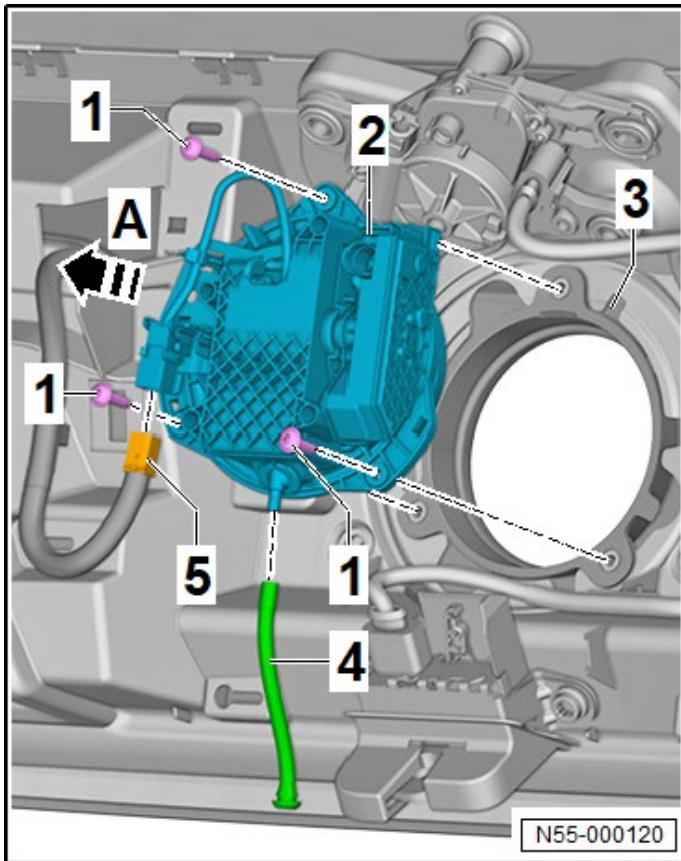
### ! NOTE

Left side shown. Removal for right side is similar.



### Remove rear lid lower trim panel:

- Remove the bolts <2>.
- Unclip the rear lid lower trim panel <1> using the Pry Lever -80-200-.



### Replacing rear lid handle/rearview camera:

- Disconnect the washer fluid hose from the washer nozzle for the rearview camera (if so equipped).
- Disconnect the connectors <5> and <2>.
- Disconnect the hose <4>.
- Remove the bolts <1>.
- Slightly rotate the rearview camera <A> clockwise and remove in direction of <arrow> from the rear lid <3>.
- Install new rearview camera in the reverse order of removal.

Part Number	Part Description
5H0-827-469-P DPJ	Rear lid handle/rearview camera

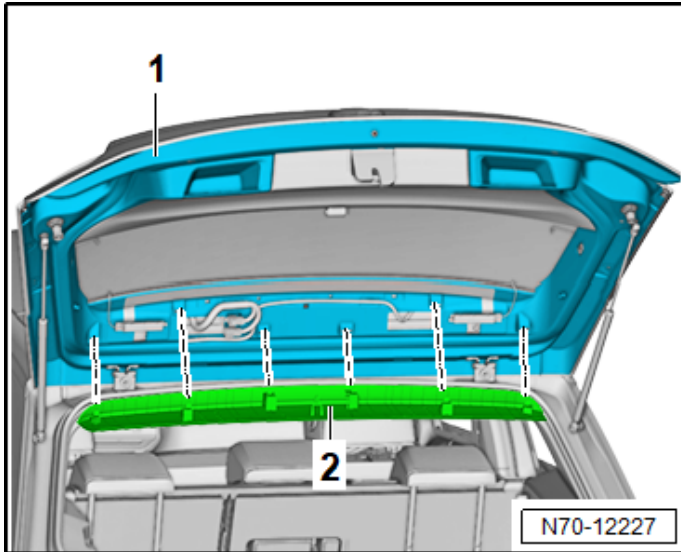
- Torque bolts <1> to 5 Nm.
- Before closing the rear lid, verify the function of the rear lid handle by manually locking the rear lid latch and manually operating the handle.

### Reassemble vehicle in the reverse order of removal and note the following:

- Remove any clips remaining in the rear lid using the Omega Clip Tool -T40280- and insert them into the rear lid lower trim panel for installation.
- Torque rear lid trim panel screws to 2 Nm.

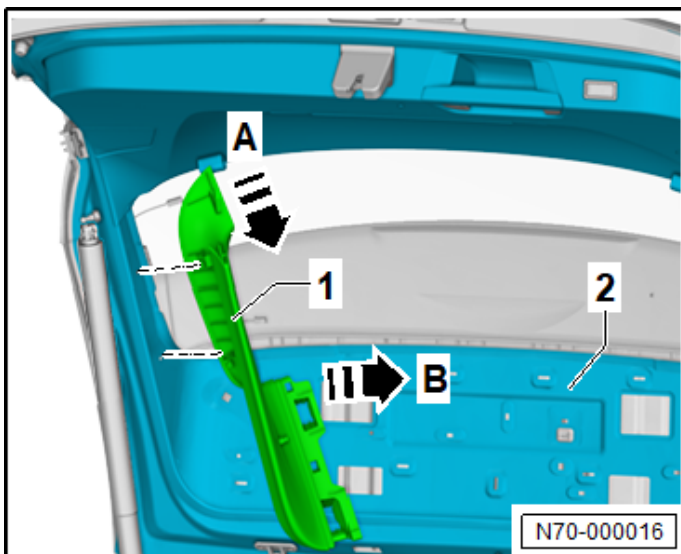
### Proceed to Section D

## Section C – Replacing Rear View Camera (ID.4 – Criteria 02)



### Remove rear lid upper trim panel:

- Unclip the rear lid upper trim panel <2> from the rear lid <1> using a Pry Lever -80-200-.

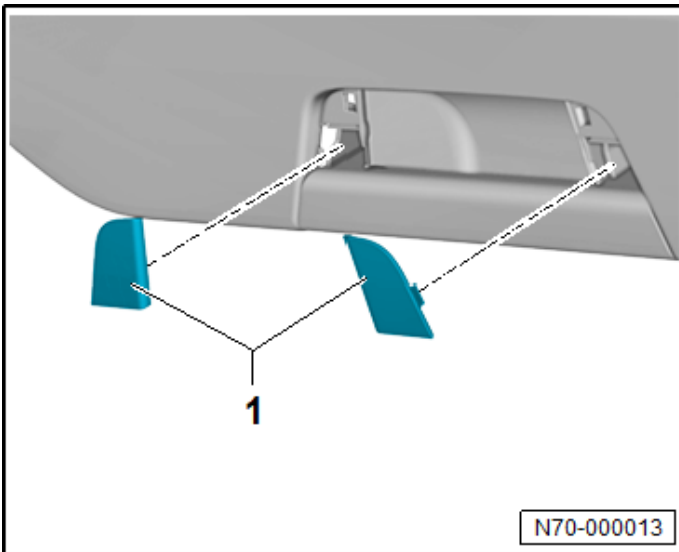


### Remove left and right rear lid side trim panels:

- Detach the rear lid side trim panel <1> in the direction of <arrow B>.
- Remove the rear lid side trim panel <1> from the rear lid <2> in the direction of <arrow A>.

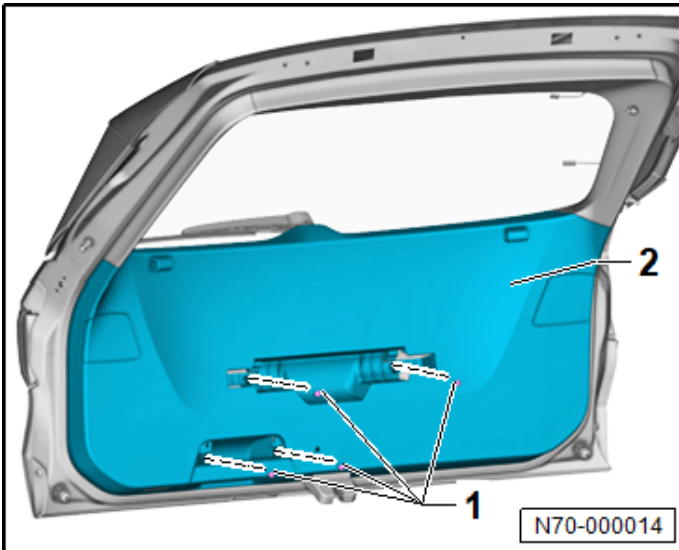
#### NOTE

Left side shown. Removal for right side is similar.

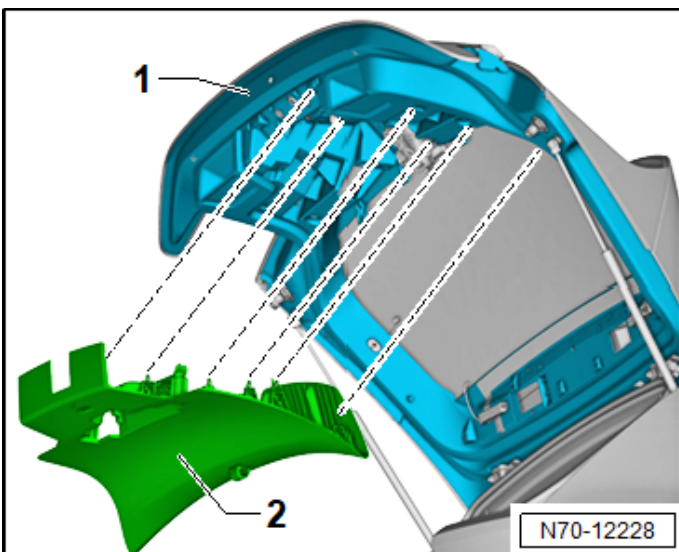


**Remove rear lid lower trim panel:**

- Unclip the caps <1> using a commercially available plastic wedge.

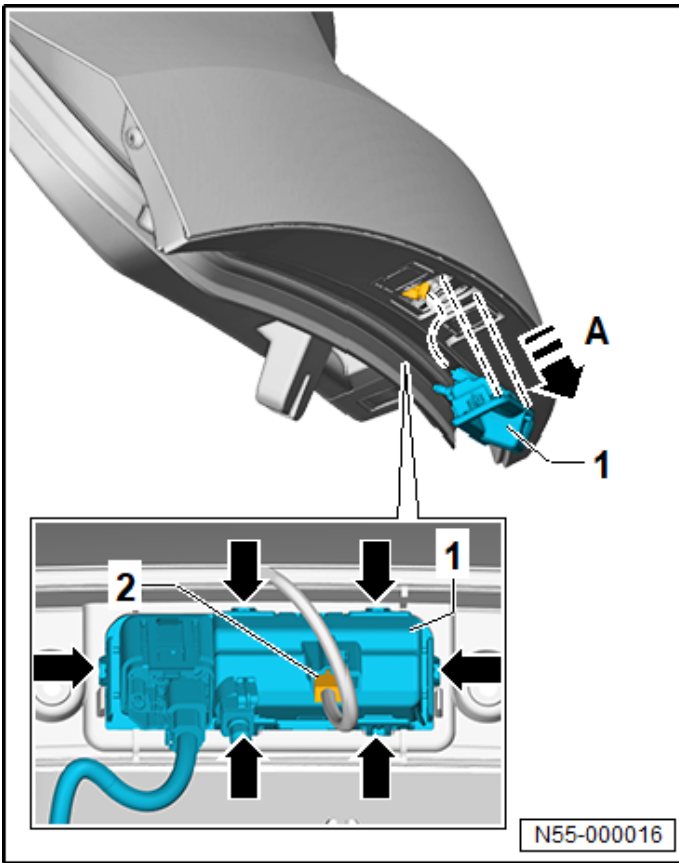


- Remove bolts <1>.



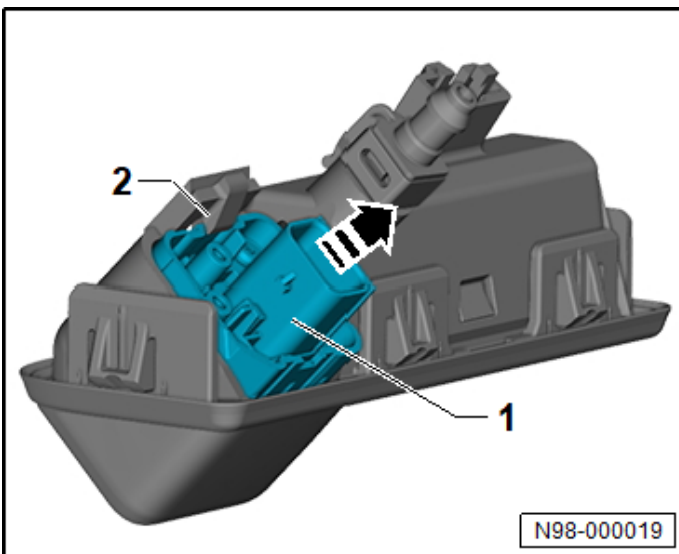
- Unclip the rear lid lower trim panel <2> from the rear lid <1> using a Pry Lever -80-200-.
- Disconnect the Rear Lid Closing Button -E574-connector (if equipped).





#### Remove rear lid handle:

- Disconnect the connector for the rearview camera.
- Disconnect the washer fluid hose from the washer nozzle for the rearview camera (if so equipped).
- Disconnect the connector <2>.
- Release the hooks <arrows> and remove the rear lid handle <1> outward in the direction of <arrow A>.



#### Replace rear view camera:

- Release the hook <2> and remove the camera <1> in direction of <arrow>.
- Install new camera in the reverse order of removal.

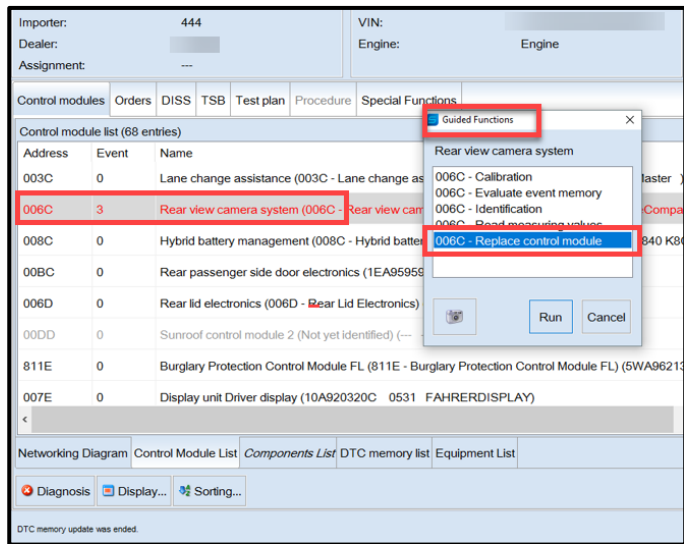
Part Number	Part Description
1EA-980-556-F	Rear view camera

#### Vehicle reassembly:

- Reassembly is the reverse order of removal.
- Remove trim clips using -T40280-.
- Torque screws for rear lid trim to 1.5 Nm.

#### Proceed to Section D

## Section D – Adapting and Calibrating Rear View Camera

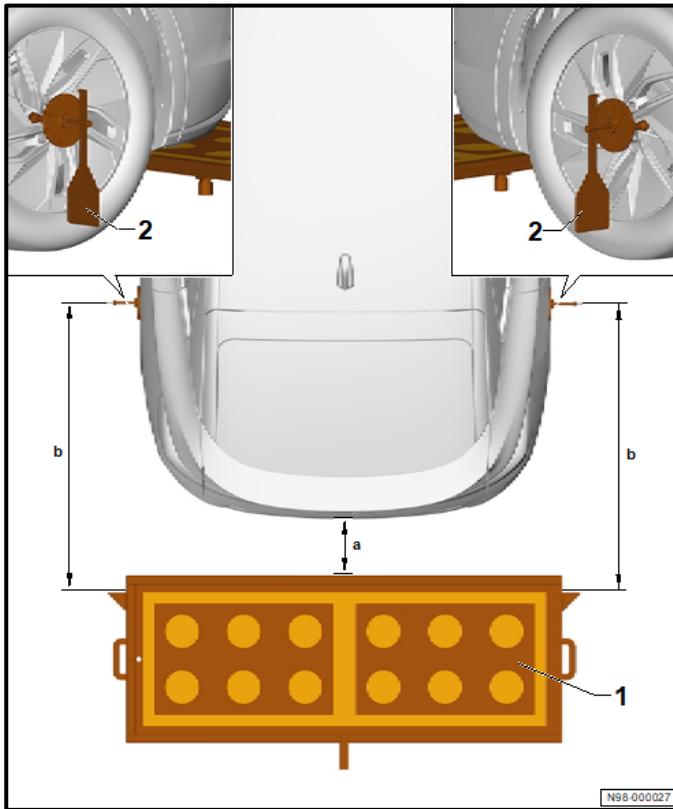


### Adapt the rearview camera:

- Under guided functions of address 006C, perform the test plan for “006C – Replace control module”.
- After the test plan completes, perform any test plans that have been recommended by the replacement test plan or that have generated in the test plan list. For example, the software configuration test plan.
- After the test plans have been completed, clear the fault memory before attempting to calibrate the rearview camera.

### Calibrate rearview camera according to the Repair Manual and the Diagnostic Tester:

- See ELSA Repair Manual for the setup steps of the calibration tools: *Repair manual > Electrical System > Driver Assistance Systems > 98 Assistance Systems > Rearview Camera System > Rearview Camera R189, Calibrating*
- Once the appropriate calibration tools have been set up per the ELSA repair manual, perform the calibration test plan under guided functions of address 006C.



### NOTE

Be mindful of the measurement units that the calibration test plans asks for. If the test plan is asking for the measurements in millimeters but the measurement was taken in centimeters, be sure to convert the measurement.

### Proceed to Section E



## Section E – 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).

### Proceed to Section F

## Section F - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.