

# Part 573 Safety Recall Report

# 24V-464

**Manufacturer Name :** Volkswagen Group of America, Inc.**Submission Date :** JUN 20, 2024**NHTSA Recall No. :** 24V-464**Manufacturer Recall No. :** 69PZ**Manufacturer Information :**

Manufacturer Name : Volkswagen Group of America, Inc.

Address : 3800 Hamlin Road

Auburn Hills MI 48326

Company phone : 1-800-893-5298

**Population :**

Number of potentially involved : 271,330

Estimated percentage with defect : 3 %

**Vehicle Information :**

Vehicle 1 : 2021-2024 Volkswagen Atlas

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

**Descriptive Information :** The recall population was determined by evaluation of field data. The vehicles included in this recall have been built with parts of a certain technology.

Vehicles not included in this recall have been built with a different seat design.

Production Dates : OCT 01, 2020 - JUN 17, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2020-2024 Volkswagen Atlas Cross Sport

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

**Descriptive Information :** The recall population was determined by evaluation of field data. The vehicles included in this recall have been built with parts of a certain technology.

Vehicles not included in this recall have been built with a different seat design.

Production Dates : OCT 01, 2020 - JUN 18, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

**Description of Defect :**

Description of the Defect : The affected vehicles are equipped with a passenger occupant detection system (also known as Body Sense) in the front passenger seat. On these vehicles, the system is integrated into the seat heating and controls the activation of the passenger frontal airbag. The seat heating is connected to the Body Sense control unit under the front passenger seat via a wire. If the wire has a contact fault, it may cause the passenger occupant detection system (PODS) to detect a malfunction and switch off the passenger airbag, even though the seat may be occupied. As designed, a warning light in the instrument panel comes on together with an acoustic warning sound and an error message is displayed in the instrument panel.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In the event of a crash with frontal airbag deployment, there would be an increased risk of injury to the occupant seated in the front passenger seat if the passenger frontal airbag is switched off. Until the recall repair has been performed, owners are advised to avoid use of the front passenger seat whenever possible.

Description of the Cause : A contact fault may occur at the cable connecting the seat heater to the passenger occupant detection system (PODS) control unit. This may cause the diagnostic system of the PODS to detect a fault and the PODS being deactivated.

Identification of Any Warning that can Occur : Should a malfunction occur, vehicle occupants will be alerted of a PODS system problem by illumination of the airbag warning light, an acoustic warning sound, an error message displayed in the instrument cluster and by the status of the Passenger Airbag OFF indicator light. In this case the owner should take the vehicle as soon as possible to an authorized Volkswagen dealership for inspection/repair.

**Involved Components :**

Component Name 1 : Passenger Occupant Detection System

Component Description : Seat heating mat including connecting cable

Component Part Number : TBD

**Supplier Identification :****Component Manufacturer**

Name : Volkswagen Group of America

Address : 3800 Hamlin Road  
Auburn Hills Michigan 48326  
Country : United States

## Chronology :

March 22, 2023: Out of abundance of caution, Volkswagen Product Safety Committee decided to recall vehicles from the two production periods with significantly higher failure rates. For a third production period with a different technology more analysis was initiated.

March 23, 2023: Meeting with NHTSA to discuss the topic and recall decision for the first two production periods. The third period and the planned analysis was explained.

March 23, 2023 - June 2024: Parts of the third production period were analyzed and the field performance was evaluated.

June 12, 2024 : Topic was presented in Volkswagen Product Safety Committee. The updated field data and analyses were presented. Out of abundance of caution, the committee decided to recall the Atlas vehicles with a specific technology installed.

The recall decision was based on 1,730 warranty claims for replaced PODS parts.

## Description of Remedy :

Description of Remedy Program : Volkswagen dealers will replace the PODS sensor mat and wiring harness free of charge. Volkswagen will offer a reimbursement plan under this recall.

How Remedy Component Differs from Recalled Component : The remedy components are improved parts.

Identify How/When Recall Condition was Corrected in Production : June 12, 2024 an improved part with additional robustness measures was introduced.

## Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : JUN 25, 2024 - JUN 25, 2024

Planned Owner Notification Date : AUG 16, 2024 - AUG 16, 2024

\* NR - Not Reported