



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Compliance Recall 91US / Infotainment System Software

This notice is for: All Dealer Personnel

Date: June 28, 2024

Issue: On the affected vehicles, the rearview camera image may be delayed or deactivated after shifting into reverse. As a result, the rearview camera image may not meet the response time required by government regulations. A rearview camera with a delayed or deactivated image can reduce the information available to the driver of what is behind the vehicle, increasing the risk of a crash or injury to people outside the vehicle.

- Repair:**
- REPAIR AVAILABLE – June 28, 2024 / Update software for the infotainment system.
 - See ELSA and Service References in Elsa2Go 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	2024	2024	ATLAS CROSS SPORT	25,672
USA	2024	2024	ATLAS	46,024
USA	2022	2024	GOLF GTI	7,979
USA	2022	2024	GOLF R	4,757
CAN	2024	2024	ATLAS CROSS SPORT	2,406
CAN	2024	2024	ATLAS	4,805
CAN	2022	2024	GOLF GTI	4,129
CAN	2022	2024	GOLF R	2,222

**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.*

- Notes:**
- Schedule owner repairs immediately
 - Owner mailing – July 2024
 - Loaner/rental coverage – see campaign circular

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-

Ensure all dealer 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.