

On-car analysis list from May 19th, 2022
please contact VW Helpline before attempting repair

	Models	MY	Engine	Transmission	Topic	Customer Complaint
Powertrain	Atlas, Atlas Cross Sport	21-22	All	All	Heat Shield Rattle	Customer states rattle noise from the underbody heat shields
	Atlas, Atlas Cross Sport	21-22	All	All	Coolant Leak	Customer states coolant leak (Untouched vehicles) (Coolant leak must be from the thermostat area) (Provide pictures of coolant leak when calling the helpline)
Chassis	Atlas, Atlas Cross Sport	21-22	All	All	Front Brake Noise	Customer states front brakes noisy (untouched vehicles) (Noise must currently be present and reproducible)
Electric	Atlas, Atlas Cross Sport	20-22	All	All	Lane Assist	Customer states blind spot monitoring error in MFI (untouched vehicles) (Must have faults code C1114F0 and/or C1115F0 in 3C module) (Reference worksheet "VIN4PIN_Lane_Change_Assist_Errors" before creating/calling Group TAC)
	Tiguan	21-22	All	All	Blower stays on Faults B10AE31, B10AE04	Customer states blower stays on (Must have faults code B10AE31 and/or B10AE04 and Corrosion in high pressure sensor connector)
	ID.4	21	All	All	Airbag light on Fault B1225F1	Customer states Airbag light on (Must have fault code B1225F1)
	Atlas, Atlas Cross Sport	22	All	All	KESY Door Lock/Unlock Inoperative	Customer states KESY door lock/unlock inoperative (Untouched vehicles) (Must have fault codes B1479F0 and/or B147AF0 in AW 09)
Body	Atlas, Atlas Cross Sport	21-22	All	All	Seat memory inoperative Loss of basic settings	Customer states cannot set seat memory. B135454: Seat height or tilt adjustment motor no basic setting B201000: no basic setting. (Note: vehicle should not have had basic settings reset) Must be after VIN break MC561903 (Atlas) or MC214616 (Atlas Cross Sport)
	Tiguan	22	All	All	Seat memory inoperative Loss of basic settings	Customer states cannot set seat memory. B135454: Seat height or tilt adjustment motor no basic setting B201000: no basic setting. (Note: vehicle should not have had basic settings reset)