

On-car analysis list from September 12th, 2023
please contact VW Helpline before attempting repair

	Models	MY	Engine	Transmission	Topic	Customer Complaint
Powertrain	Jetta, Taos	23	1.5T DNKA	All	MIL-on P2421	Customer states MIL-on, P2421 stored in ECM memory (Must be ECM software level 33XX or higher)
	Atlas, Tiguan	22-23	All	All	MIL-on P2402	Customer states MIL-on, P2402 stored in ECM memory (Must complete "VIN4APIN Worksheet - EVAP Fault P2402" before calling into the helpline)
	Atlas, Atlas Cross Sport	23	All	All	Exhaust/Heat shield noise	Customer states rattle from below the vehicle (Untouched vehicle)
	Tiguan	23	All	All	MIL-on P04F0	Customer states MIL-on, P04F0 stored in ECM memory (Untouched vehicle)
	Atlas, Atlas Cross Sport	23	3.6L CDVC	All	MIL-on P0461	Customer states MIL-on, fault P0461 stored in ECM memory (Attach MVBs IDE03472 and IDE03473 from Address 17 to GFF log)
Chassis	Tiguan	21-22	All	All	Driveshaft Noise	Customer states noise while driving (Noise must be from the driveshaft area) (Untouched vehicle)
Body	ID.4	23	All	All	Sun Visor	Customer states sun visor is loose/broken (Untouched vehicle)
Electric	Tiguan	22-20	All	All	Seat Fault B201000, B135354 and/or B135454	Customer states seat memory is inoperative (Must have B201000, B135354 and/or B135454 in address 36) (Untouched vehicle)
	Atlas, Cross Sport, Jetta, Taos, Tiguan	22-23	All	All	Key Battery	Customer states key FOB lock/unlock functions do not work via button press (not KESSY). (Must have B147918 and/or B147A18 in Address 09)
	ID.4	23	All	All	Seat Fault B135554	Customer states seat memory is inoperative (Must have B135554 in address 36) (Untouched vehicle)
	Tiguan	22-23	All	All	Seat Belt	Customer states seat belt won't retract