

VOLKSWAGEN

GROUP OF AMERICA

MARIA COTTER NAME
CAMPAIGN ADMINISTRATOR TITLE
PRODUCT COMPLIANCE DEPARTMENT
248-754-5000 PHONE
248-754-5093 FAX
MAY 23, 2008 DATE

Ms. Patricia Wallace
Recall Analyst for Safety Assurance
National Highway Traffic Safety Administration
Attn: Recall Management Division (NVS-215)
U.S. Department of Transportation
1200 New Jersey Avenue, S.E.
Washington, DC 20590

VOLKSWAGEN GROUP OF AMERICA, INC.
3800 HAMLIN ROAD
AUBURN HILLS, MI 48326
PHONE +1 248 754 5000

Subject: Recall Campaign 24M9/R7

Dear Ms. Wallace:

Pursuant to the requirements set forth in Part 573.6 of Title 49 of the Code of Federal Regulations, we are submitting three (3) copies of the following communication for recall campaign 24M9/R7:

- Dealer Notification
- FAQ
- Work Procedure and Claiming Instructions

If you have any questions or require additional information, please contact me.

Sincerely,



Maria Cotter
Campaign Administrator
Product Compliance
Service and Quality

Enclosures



VOLKSWAGEN DEALERSHIP COMMUNICATION

To: Dealer Principal, Service Manager, Parts Manager and Warranty Administrator

Name

Subject: Safety Recall Announcement

Title

Safety Recall 24M9/R7
2009 Model Year Tiguan with 2.0T FSI ULEV II Engine
Engine Control Module (ECM) Software Update

Product Department
Compliance

May 21, 2008 Date

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION Safety Recall 24M9/R7 Announcement

Volkswagen will notify the NHTSA and Transport Canada that some 2009 model year Tiguan vehicles equipped with a 2.0T FSI ULEV II engine are affected by Safety Recall 24M9/R7. There are approximately 4,900 affected vehicles in the United States and approximately 630 affected vehicles in Canada.

What is the problem?

The affected vehicles equipped with a 2.0T FSI ULEV II engine have an engine control module (ECM) containing software that may not properly control engine idle with the air conditioning turned on. In rare cases, the ECM may unexpectedly increase engine RPM. An engine surge caused by an unexpected increase in engine RPM may surprise the vehicle operator and can result in a crash without warning.

What should dealers do?

If you have one of these vehicles in dealer inventory, ***DO NOT*** sell, lease, or dealer trade it until Safety Recall 24M9/R7 has been completed on it. Additionally, if you are using an affected vehicle as a demo, discontinue doing so immediately until the repair has been completed. Even though the 24M9/R7 code will not show open on affected vehicles in ElsaWeb until May 22, 2008, dealers must perform this campaign on all 2009 Tiguans in dealer stock prior to retail sale.

Customer Satisfaction Allowance Information

Customers are eligible for a fuel fill-up and vehicle wash once the repair has been completed, in addition to a one-day loaner vehicle (if needed). To help cover these items, and to cover additional things dealers would like to do to help improve the customer's dealership experience, we are including a special \$150.00 Customer Satisfaction Allowance. Dealers should refer to the campaign circular for claiming instructions and eligibility regarding this Customer Satisfaction Allowance. This allowance will be available until August 30, 2008.

When will the software and the 24M9/R7 campaign circular be available?

The software for this action is available immediately through SVM, and the campaign circular for Safety Recall 24M9/R7 will be posted shortly on ElsaWeb/ServiceNet. Please refer to the circular for complete repair and claiming instructions. Your FOM team will be provided a report on dealer stock vehicles needing repair and will be monitoring and encouraging campaign completion.

Important Reminder on Vehicles Affected by Safety and Compliance Recalls

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.

Thank you for your assistance in this important matter. If you have any questions or require additional assistance, please contact the Campaign Helpline at 1-800-741-2919.

Volkswagen Product Compliance

IMPORTANT!

To ensure that ALL of your personnel are aware of this recall before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

Frequently Asked Questions (FAQ) Safety Recall 24M9/R7

This FAQ is intended to provide supplementary information regarding this campaign. For additional information, please refer to the circular that will be posted on ElsaWeb and on VWHub/ServiceNet.

■ What vehicles are affected this recall?

Some 2009 model year Volkswagen Tiguan vehicles equipped with a 2.0T FSI ULEV II engine are affected by this recall in the United States and Canada. **Do not sell or lease any of these vehicles until Safety Recall 24M9/R7 has been performed.**

■ What is the problem and what will be repaired on the vehicle?

The affected vehicles equipped with a 2.0T FSI ULEV II engine have an engine control module (ECM) containing software that may not properly control engine idle with the air conditioning turned on. In rare cases, the ECM may unexpectedly increase engine RPM. An engine surge caused by an unexpected increase in engine RPM may surprise the vehicle operator and can result in a crash without warning.

Dealers will inspect and, if necessary, update the ECM software on affected vehicles. This work will take approximately one (1) hour and will be performed at no cost to customers. Additional time may be needed for preparation of the repair, as well as to accommodate the daily workshop schedule.

■ What should dealers do?

If you have one of these vehicles in dealer inventory, **DO NOT** sell, lease, or dealer trade it until Safety Recall 24M9/R7 has been completed on it. Additionally, if you are using an affected vehicle as a demo, discontinue doing so immediately until the repair has been completed. Even though the 24M9/R7 code will not show open on affected vehicles in ElsaWeb until May 22, 2008, dealers must perform this campaign on all 2009 Tiguans in dealer stock prior to retail sale.

■ How many vehicles are affected and when will customer notification begin?

There are approximately 4,900 affected vehicles in the United States and approximately 630 in Canada. Customer notification is scheduled to begin on or before May 30, 2008.

■ Can I drive the vehicle until it is repaired?

Yes, however, customers are advised to contact their nearest authorized Volkswagen dealer for an appointment without delay.

■ When will the repair become available?

The software for this action is available immediately through SVM, and the campaign circular for Safety Recall 24M9/R7 will be posted on ElsaWeb/ServiceNet shortly. Please refer to the circular for complete repair and claiming instructions. Claims should be submitted **on the day of repair**, if possible. This will close out the campaign on the vehicle and help prevent another dealer from performing the same repair if the vehicle goes to another dealership.

Your FOM team will be provided a report on dealer stock vehicles needing repair and will be monitoring and encouraging campaign completion.

■ Do I have to make an appointment?

Yes, after you receive a letter confirming that you are the owner of an affected vehicle and parts are available.

■ What can dealers do help ensure customer satisfaction under this campaign?

Customers are eligible for a fuel fill-up and vehicle wash once the repair has been completed, in addition to a one-day loaner vehicle (if needed). To help cover these items, and to cover additional things dealers would like to do to help improve the customer's dealership experience, we are including a special \$150.00 Customer Satisfaction Allowance. Dealers should refer to the campaign circular for claiming instructions and eligibility regarding this Customer Satisfaction Allowance. This allowance will be available until August 30, 2008.



VOLKSWAGEN DEALERSHIP COMMUNICATION

To: Dealer Principal, Service Manager, Parts Manager and Warranty Administrator

Name

Subject: **Safety Recall 24M9/R7**

Title

Product Department
Compliance

USA: 2008 Model Year Passat and Passat Wagon and
2009 Model Year Tiguan with 2.0T FSI ULEV II Engine

Canada: 2008 Model Year Passat and Passat Wagon with
2.0T FSI ULEV II Engine

Engine Control Module (ECM) Software Update

May 2008 Date

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION Safety Recall 24M9/R7

This letter is to inform you of Safety Recall 24M9/R7.

What is the problem?

The affected vehicles equipped with a 2.0T FSI ULEV II engine have an engine control module (ECM) containing software that may not properly control engine idle with the air conditioning turned on. In rare cases, the ECM may unexpectedly increase engine RPM. An engine surge caused by an unexpected increase in engine RPM may surprise the vehicle operator and can result in a crash without warning.

What should dealers do?

If you have one of these vehicles in dealer inventory, ***DO NOT*** sell, lease, or dealer trade it until Safety Recall 24M9/R7 has been completed on it. Additionally, if you are using an affected vehicle as a demo, discontinue doing so immediately until the repair has been completed.

Customer Satisfaction Allowance Information

Customers are eligible for a fuel fill-up and vehicle wash once the repair has been completed, in addition to a one-day loaner vehicle (if needed). To help cover these items, and to cover additional things dealers would like to do to help improve the customer's dealership experience, we are including a special \$150.00 Customer Satisfaction Allowance. Dealers should refer to the campaign circular for claiming instructions and eligibility regarding this Customer Satisfaction Allowance. This allowance will be available until August 30, 2008.

Important Reminder on Vehicles Affected by Safety and Compliance Recalls

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.

Thank you for your assistance in this important matter. If you have any questions or require additional assistance, please contact the Campaign Helpline at 1-800-741-2919.

Volkswagen Product Compliance

IMPORTANT!

To ensure that ALL of your personnel are aware of this recall before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign related responsibilities including Service, Parts and Accounting personnel. 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. If you have questions regarding this or any other campaign, please call (800) 741-2919.



Safety Recall Circular

Code: **24M9/R7**

**Subject: 2009 Tiguan Equipped With 2.0L FSI ULEV II Engine
Inspect and Update ECM Software, If Necessary**

May 2008

Problem Description

The affected vehicles equipped with a 2.0L FSI engine may have an engine control module (ECM) containing software that does not properly control engine idle. In rare cases, the ECM may unexpectedly increase engine RPM. An unexpected increase in engine RPM may surprise the vehicle operator and can result in a crash without warning.

Corrective Action

Inspect and update ECM software, if necessary.

VIN Range & Production Date of Affected Vehicles

USA

WVG__5N_9W000003 - WVG__5N_9W005603
Production date: 04/15/2008 – 05/16/2008

WVG__5N_9W500001 - WVG__5N_9W500553
Production date: 04/10/2008 – 05/20/2008

Allocation Report of Affected Vehicles

In the Service Manager's Package, dealers with affected vehicles will receive a report containing the complete VIN, customer name and address data. Dealers will not receive a report if they have no affected vehicles.

NOTE: The allocation report contains owner names and addresses obtained from Motor Vehicle Registration Records. By law, this data may only be used for recall purposes. Use for any other reason may be a violation of law in many states. Accordingly, you must limit the use of this report.

Parts Information and Allocation

Parts will not be allocated for this action.

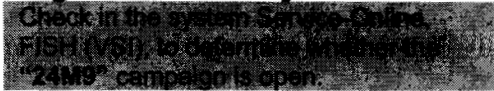
Customer Satisfaction Allowance

Customers are eligible for a fuel fill-up and vehicle wash once the repair has been completed, in addition to a one-day loaner vehicle (if needed). To help cover these items, and to cover additional things dealers would like to do to help improve the customer's dealership experience, we are including a special Customer Satisfaction Allowance. Dealers should refer to the chart on the following page for claiming instructions and eligibility regarding this Customer Satisfaction Allowance. This allowance will be available until August 30, 2008.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the applicable repair operation listed in the chart below. Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

Saga Claim Entry Procedure



Service No.: 24M9

Damage Code: 0099

Parts Manufacturer – Removed part: Use vendor code BPG.

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria 02 – Check ECM; NO further work required

Repair operation: 01 83 00 99 20 T.U.

Criteria 02 – Check/perform ECM software update

Repair operation: 24 70 25 99 50 T.U.

If Customer Refused Repairs

Fax the Repair Order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date

Customer Satisfaction Allowance Claim Entry Procedure - Retail Sold Units ONLY

Valid until August 30, 2008

Claim Type: 1SP

Service No.: 2470

Damage Code: 0039

General Sublet Repairs: A0000000 up to \$150.00 (USD/CAD)

Dealer may claim up to \$150.00 to be used for Customer Satisfaction items such as: Vehicle wash/detailing, fuel fill-up, one day loaner and other things dealer may wish to do to improve customer satisfaction.

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. ©2008 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Customer Letter Example (U.S.A.)

May 2008

**Subject: Safety Recall 24M9/R7
2009 Model Year Tiguan with 2.0T FSI ULEV II Engine
Engine Control Module (ECM) Software Update**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2009 model year Volkswagen Tiguan vehicles. Our records show you as the owner of one of these vehicles.

What Is The Problem?

Volkswagen has decided that the affected vehicles equipped with a 2.0T FSI ULEV II engine have an engine control module (ECM) containing software that may not properly control engine idle with the air conditioning turned on. In rare cases, the ECM may unexpectedly increase engine RPM. An engine surge caused by an unexpected increase in engine RPM may surprise the vehicle operator and can result in a crash without warning.

What Will Volkswagen Do?

In order to correct this defect, we will inspect and if necessary, update the ECM software.

Precautions You Should Take

Your vehicle can be driven until the inspection/repair is conducted. However, to minimize the possibility of an engine surge, do not operate the air conditioning in your vehicle until the recall work has been performed.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take about one (1) hour and will be 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.

To minimize your inconvenience, your dealer will include a vehicle wash and fill your vehicle with fuel if you bring your vehicle in for this service before August 30, 2008.

Reimbursement of Expenses

If you have previously paid for replacement of the engine control module (ECM) due to an engine surge issue, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.
Attn: Customer CARE Center – Hills East (24M9/R7)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298

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>.

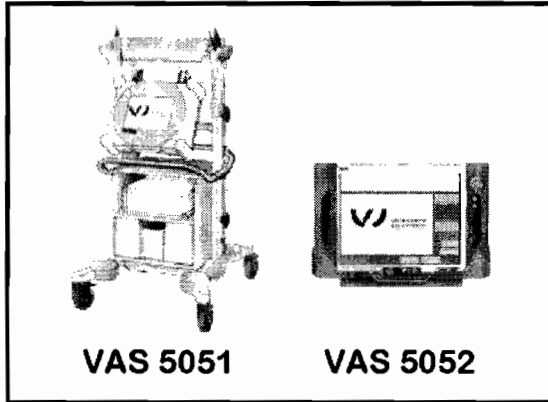
We regret any inconvenience this matter may cause. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance




If there are questions regarding the work procedure, contact the Campaign Helpline at 1-800-741-2919.

Special Tools and Equipment



- ⇐ -VAS 5051- or -VAS 5051B- or -VAS 5052 (equipped with Ethernet card and security certificate)
- Battery charger PSC 550S or INC 940
 - Adapter cable
 - Network connection cable
 - Brand CD V. 11.55.00 or later installed

Work Sequence

	Section A – Software Update Using Software Version Management (SVM)
	<p data-bbox="857 338 1503 583"> Note: Any Update Programming procedure (flash) may overwrite any “TUNED” ECM or TCM programming. A “TUNED” ECM or TCM is described as any ECM or TCM altered so as to perform outside the normal parameters and specifications approved by Volkswagen of America, Inc.</p> <p data-bbox="987 600 1503 793">Current Tuned ECM or TCM requirements: If you encounter a vehicle with a “Tuned” ECM or TCM, your dealership must do the following before performing any procedure that updates ECM or TCM programming:</p> <ul data-bbox="987 810 1503 1052" style="list-style-type: none">- Notify the owner that their ECM or TCM was found to have been tuned- Notify the owner any damage caused by the tuning of the ECM or TCM (including any adverse emissions consequences) will not be covered by Volkswagen of America, Inc. warranties <p data-bbox="987 1068 1479 1100">(See ECM / TCM Tuning form on p. 11)</p> <p data-bbox="857 1125 1435 1234"> Note: ECM DTCs will be erased when performing the update programming procedure</p> <p data-bbox="857 1272 1487 1528"> Note: For all work where the ignition has to be left switched on for a long period, a battery charger must be connected to ensure an adequate power supply Switch off all unnecessary electrical equipment (blower, seat heater, interior light, etc.)</p>

Note: Battery MUST have a minimum no load charge between 12.5V and 14.5V (**failure to maintain voltage during update process can lead to control module failure**)

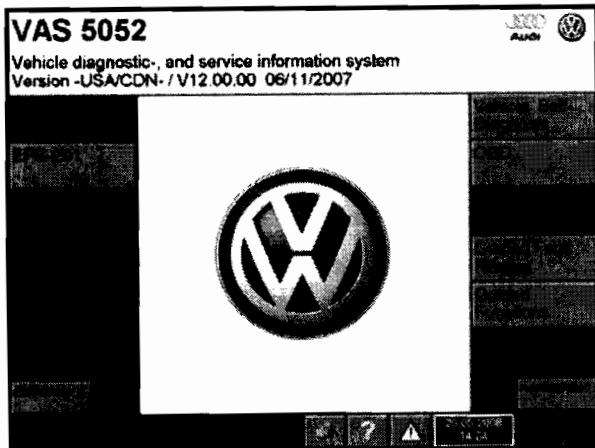
VAS 5051B must be connected to vehicle and 110V AC power supply at all times during update programming

VAS 5052 must be connected to vehicle and battery voltage requirements maintained

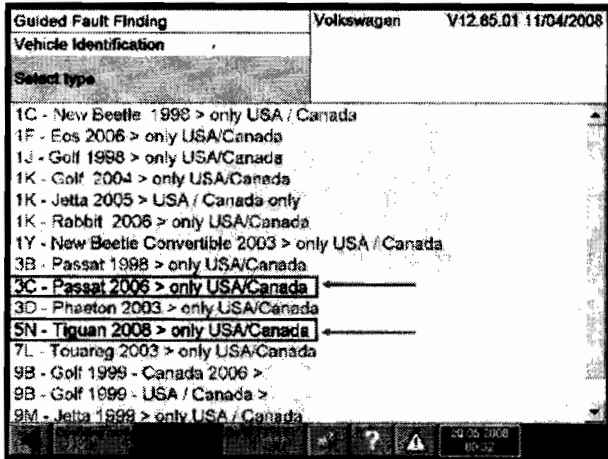
Ensure that no electromagnetic interference sources (mobile phones, Bluetooth, etc.) are operated in or near the vehicle while individual control units are being updated

Note: Use PSC 550S or INC 940 battery charger to maintain vehicle battery voltage

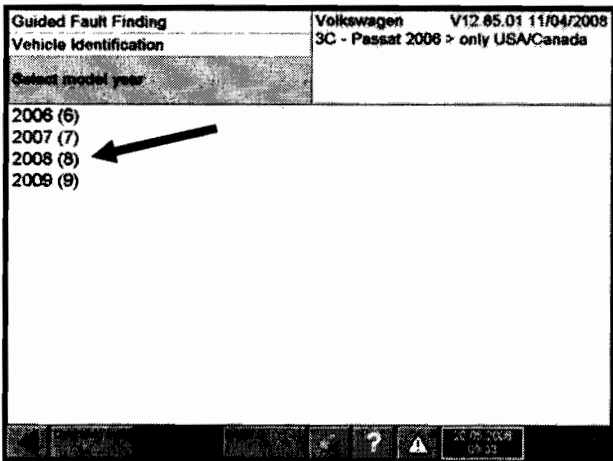
Note: Only use VAS 5051B or VAS 5052 diagnostic tester



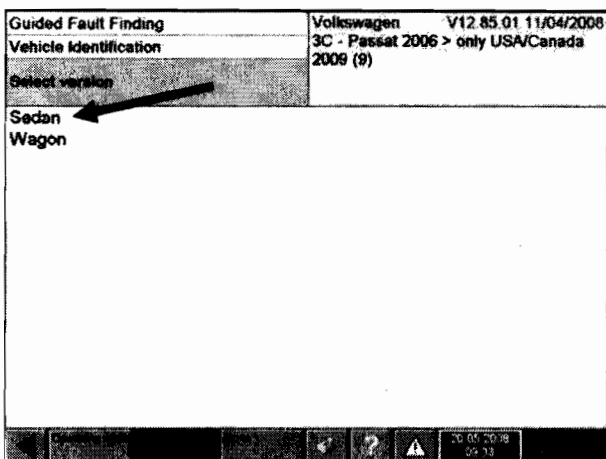
- Connect vehicle diagnostic, testing and information system -VAS 5051- or -VAS 5051B- or -VAS 5052- (with online capability) to the vehicle
- Connect -VAS 5051- or -VAS 5052- to your workshop network using network connection cable
- ← Select "Guided Fault Finding" (GFF), allow GFF to interrogate all control modules



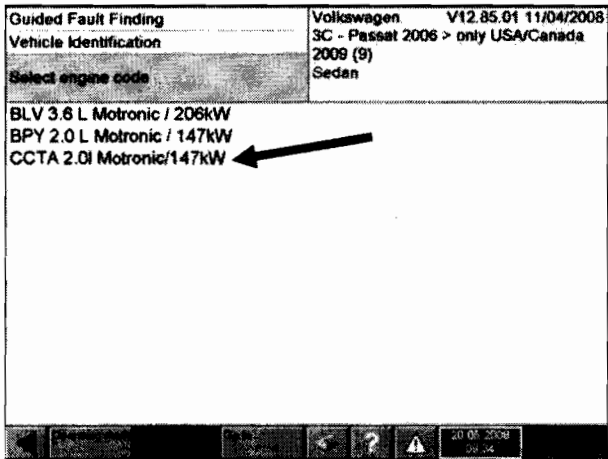
← When prompted for the vehicle selection, select Tiguan. If Tiguan is not currently available, make the selection for Passat



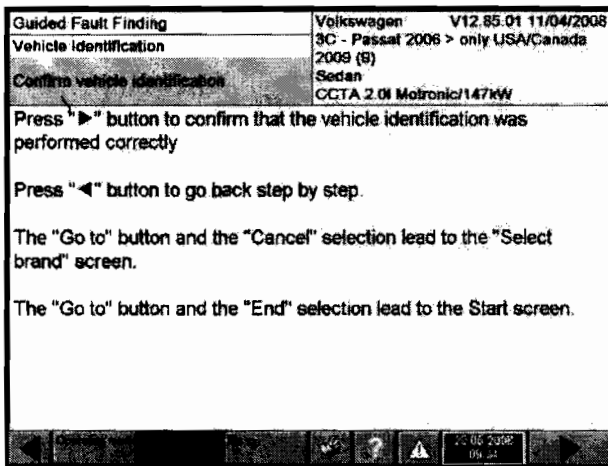
← Select model year, 2008 or higher



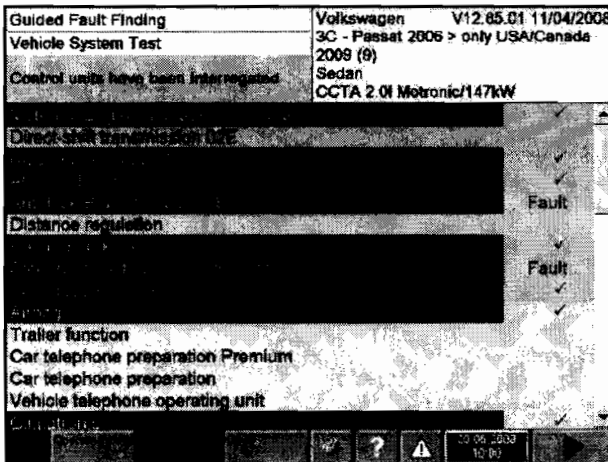
← Select version, for Tiguan select sedan




← Select engine code CCTA 2.0L Motronic / 147kW



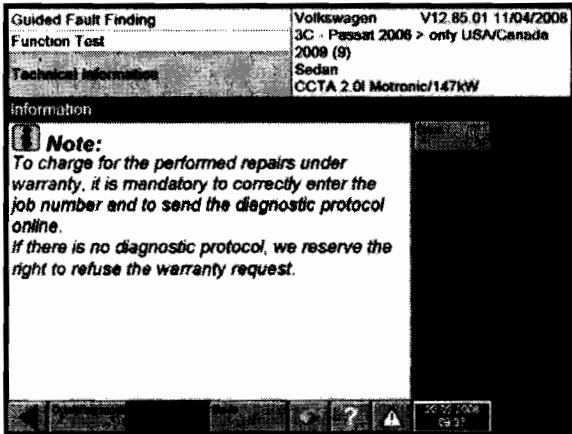
← Confirm vehicle identification



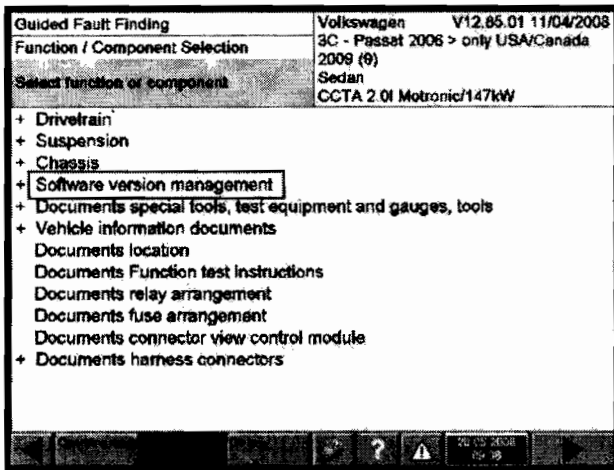
← Address any relevant fault codes prior to proceeding with Software Version Management

 Note: Fault codes will be erased once GFF is complete

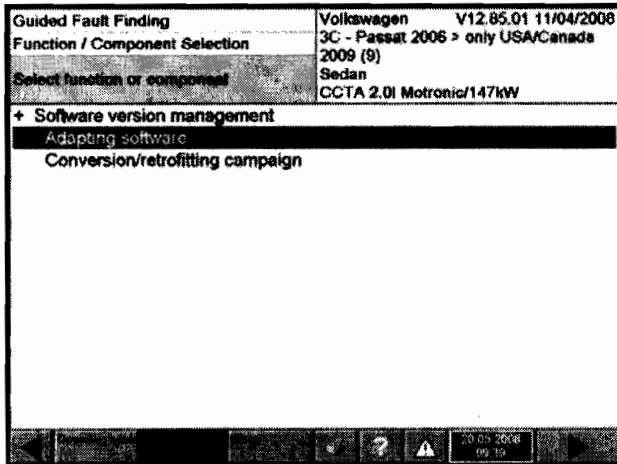
← Press ► arrow



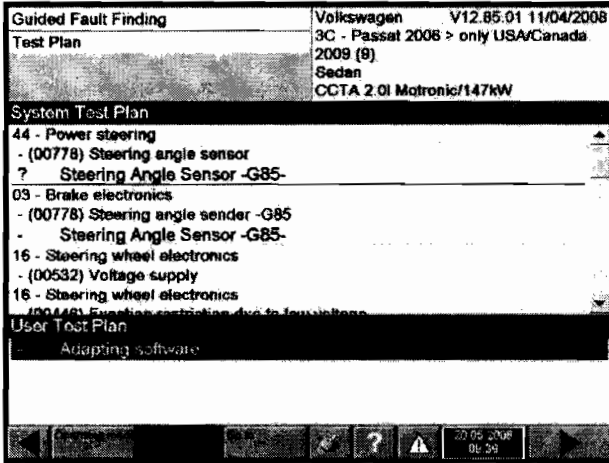
← Read Note and press "Done"



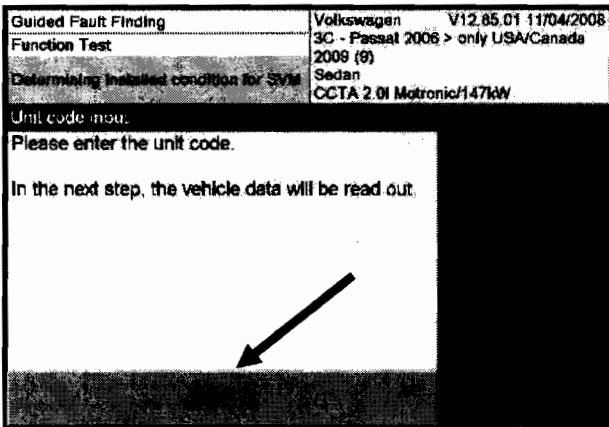
← Go to >> Function/Component Selection >> Software version management



← Select Adapting software

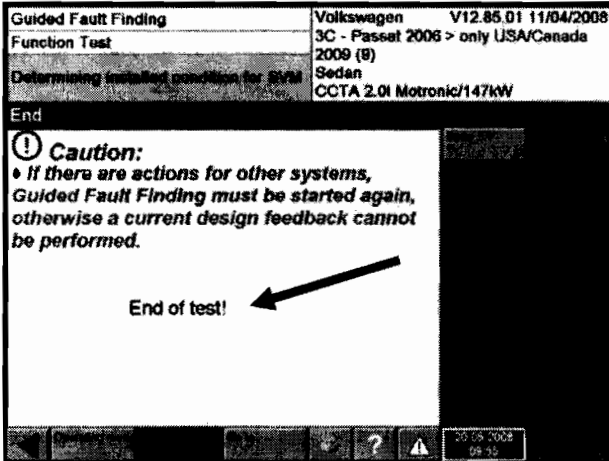


⇐ Perform User Test Plan. Select “Adapting software”.



⇐ When prompted for the unit code, enter 306A

- Enter your GeKo ID when requested and data will be transmitted to the SVM server which will respond with instructions to continue



⇐ Follow on-screen instructions to completion. User Test Plan complete when “End of test!” -arrow- appears on screen



Note:

- ◆ *If you encounter problems with the SVM software update, please refer to technical bulletin 2014603 – Software Version Management (SVM), Operating Instructions*
- ◆ *If unable to resolve issues with SVM, please contact the appropriate technical support team per technical bulletin 2014603 – Software Version Management (SVM)*

- Answer the Warranty questions accordingly and save the Diagnostic Log when prompted
- Once completed, exit GFF via the “Go” to button

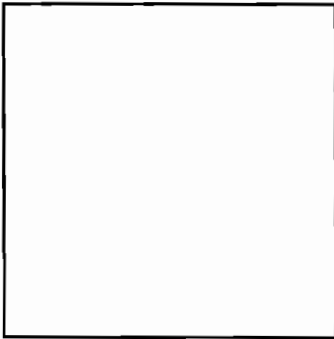
WORK IS COMPLETE



**OWNER INFORMATION ABOUT CONTROL MODULE TUNING*
ACKNOWLEDGEMENT AND AUTHORIZATION FOR
REPROGRAMMING (REFLASHING) OF CONTROL MODULE(S)**

**) "TUNING" is described as the addition of or modification of any component which causes a Volkswagen vehicle to perform outside the normal parameters and specifications approved by Volkswagen of America, Inc..*

Date: _____
Dealer Number: _____
Vehicle Identification Number: _____
Repair Order Number: _____



Dealer stamp

I _____, owner or driver of the above identified Volkswagen, confirm:

- "Tuning" as described above (especially power increasing modifications) has NOT been performed on my vehicle.
- "Tuning" as described above has been performed on my vehicle and the following components were modified or installed:

TUNING was performed by (Please provide Company name and telephone number, if you wish us to contact them):

I understand that if my Control Module is determined to have been tuned, any damage caused by the tuning of the Control Module (including adverse emissions consequences) will not be covered by Volkswagen of America, Inc. warranties.

I am permitting an authorized Volkswagen Dealer to reflash (update) my Control Module, and by doing so, I understand that this process will automatically overwrite (destroy) and permanently delete any tuning program that was previously installed on the Control Module of my Volkswagen vehicle.

By signing below, I fully acknowledge and understand that the tuning program will not be restored and Volkswagen of America, Inc., will not be liable in any way for the loss of tuning data.

Signature of Customer