

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: **66D6**

**Subject: 2007-2009 Touareg 2
Roof Edge Spoiler**

REVISED
September 2009

Revision Summary

- Changed labor operation
- Changed vehicle model name from Touareg to Touareg 2

Problem Description

The fastening struts on the roof edge spoiler have the potential to develop cracks over time, causing the spoiler to become loose and, in rare cases, detach from the vehicle without warning, even though initially the spoiler may feel secure. If this happens, the spoiler could cause injury by striking persons outside the vehicle or could become an obstacle to other drivers, possibly resulting in a crash.

Corrective Action

Install reinforcement wedges to the roof edge spoiler.

VIN Range & Production Date of Affected Vehicles

U.S.A. and Canada

2007-2009 Touareg 2 **NEW**

WVG___7L_7D000234 - WVG___7L_9D032415

Production date: September 14, 2006 – January 21, 2009

NOTE: Check ElsaWeb on the day of repair to verify vehicle eligibility and attach the screen print to the repair order. This is the only valid campaign inquiry and verification source. Some vehicles may be involved in an additional action(s); any additional work can be done while the vehicle is in for this action.

Allocation Report of Affected Vehicles & VIM System

On or about August 31, 2009, dealers were able to view their electronic allocation list for this campaign in the My Dealership Reports section of the VWHub. Dealers did not receive a report if they had no affected vehicles. Additionally, dealers used the VIM system to check for affected inventory vehicles.

Parts Information and Allocation

Prior to customer notification, dealers received a parts allocation to be used ONLY for this campaign.

If you have exhausted your allocated parts for vehicles affected by this safety recall, but have exceeded your weekly Upper Order Limit, please submit your requests for additional material via email to upperorderlimits@vw.com.

If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

Owner Notification Mailing

On or about August 31, 2009 Volkswagen notified all known owners of affected vehicles by first class mail. A sample of the owner letter is enclosed.

Campaign Completion Labeling Guidelines

Vehicles repaired under the **66D6** safety recall campaign in the United States and Canada must have a completed Campaign Completion label, part number CAMP 010 000, affixed under the vehicle hood, whenever this campaign is performed. Labels can be ordered at no cost from Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation(s) from the following chart. The Applicable Criteria ID is shown in ElsaWeb. 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

Check ElsaWeb to determine whether the “66D6” campaign is open.

Service No.:66D6

Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code **WVO**.

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria 01 – Install reinforcement wedges to roof edge spoiler

Repair operation: **NEW 6658 49 99** **70 TU**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
1	7L6 827 045	Reinforcement (Contents: 3/pkg.)
1	7L6 867 515H 9B9	Trim cover
1	N 909 377 02	Tie wrap
1	D 009 500 25	Applicator
1	D 009 200 02	Primer
1	D 001 001	Mixing jet
1	D 180 KD2 A1	Bonder cartridge (2-pk adhesive)
1	CAMP 010 000	Campaign completion label (Order from Archway, free of charge)

There is NO reimbursement for Vehicle Wash or Loaner

If customer refused repairs

Fax the repair order to Volkswagen at (248) 754-5093 and provide the VIN, applicable service number, customer information, dealer number and date.

Customer Letter Example (U.S.A.)

August 2009

**Subject: Safety Recall 66D6/S5
2007- 2009 Model Year Volkswagen Touareg
Roof Edge Spoiler**

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 2007-2009 model year Volkswagen Touareg vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

The fastening struts on the roof edge spoiler have the potential to develop cracks over time, causing the spoiler to become loose and, in rare cases, detach from the vehicle without warning, even though initially the spoiler may feel secure. If this happens, the spoiler could cause injury by striking persons outside the vehicle or could become an obstacle to other drivers, possibly resulting in a crash.

What Will Volkswagen Do?

In order to correct this defect, dealers will reinforce the roof edge spoiler.

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 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.

Precautions You Should Take

Affected vehicles can continue to be driven as usual, but if the roof spoiler appears to become loose, customers should have the vehicle inspected by an authorized Volkswagen dealer immediately.

Lease Vehicles

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

Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid for roof edge spoiler repairs because the fastening struts cracked as described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

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 (66D5/S5)
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 apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

Customer Letter Example (CANADA)

August 2009

**Subject: Safety Recall 66D6/S5
2007- 2009 Model Year Volkswagen Touareg
Roof Edge Spoiler**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2007-2009 model year Volkswagen Touareg vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

The fastening struts on the roof edge spoiler have the potential to develop cracks over time, causing the spoiler to become loose and, in rare cases, detach from the vehicle without warning, even though initially the spoiler may feel secure. If this happens, the spoiler could cause injury by striking persons outside the vehicle or could become an obstacle to other drivers, possibly resulting in a crash.

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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 Canada
Attn: Customer CARE Center (66D6/S5)
P.O. Box 842, Stn. A
Windsor, ON N9A 9Z9
1-800-893-5298*

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. 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.

Required Tools:

	<ul style="list-style-type: none"> • 3409 Trim Removal Wedge (or equivalent)
	<ul style="list-style-type: none"> • VAS 5155 Hand Cartridge Gun (Tool will be automatically shipped to Volkswagen-exclusive dealers; dual dealers already have the tool)

Parts:

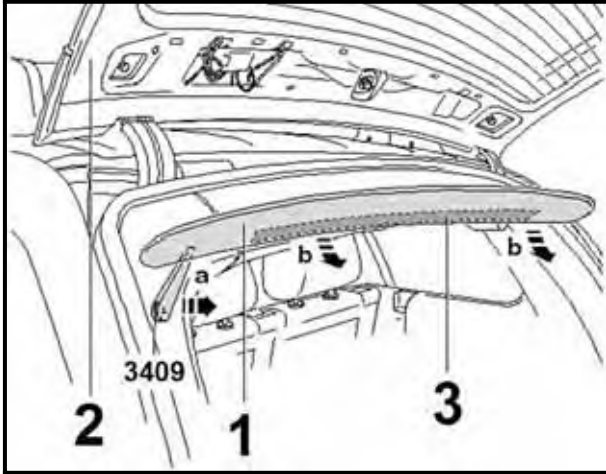
<u>Qty.</u>	<u>Part Number</u>	<u>Description</u>
1	7L6 827 045	Reinforcement (Contents: 3/pkg.)
1	7L6 867 515H 9B9	Trim cover
1	N 909 377 02	Tie wrap
1	D 009 500 25	Applicator
1	D 009 200 02	Primer
1	D 001 001	Mixing jet
1	D 180 KD2 A1	Bonder cartridge (2-pk adhesive)
1	<div style="border: 1px solid black; border-radius: 15px; padding: 10px; width: fit-content;"> <p style="text-align: center;">Campaign Completion</p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	
		Campaign Completion label (Order from Archway, free of charge)

The 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. ©2009 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

Work Procedure



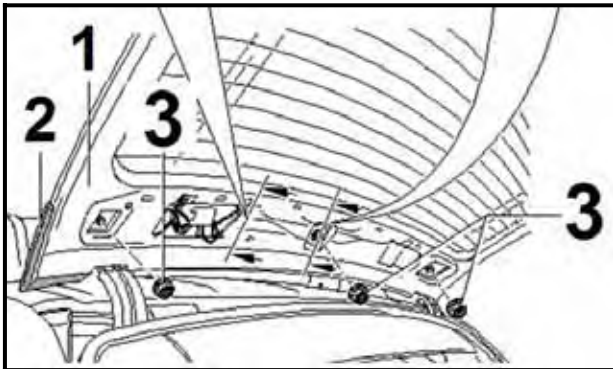
Tip: If Campaign Completion label is present, no further work required



- Open rear glass
- ⇐ Slide trim removal wedge 3409 or equivalent between hinged window trim -2- and the cover -1-
- ⇐ Slide trim removal wedge through tape -3- in direction of arrow -a- to detach trim from vehicle
- ⇐ Remove cover -1- by pulling down in direction of arrows -b-
- Discard trim piece



Tip: Excess tape must be removed from rear hinged window to allow for proper seating of new trim cover during installation



- ⇐ Remove three nuts -3-



Tip: This procedure may be easier with aid of a second technician

- ⇐ Carefully lift spoiler off hinged window and disconnect brake lamp connector -circle-



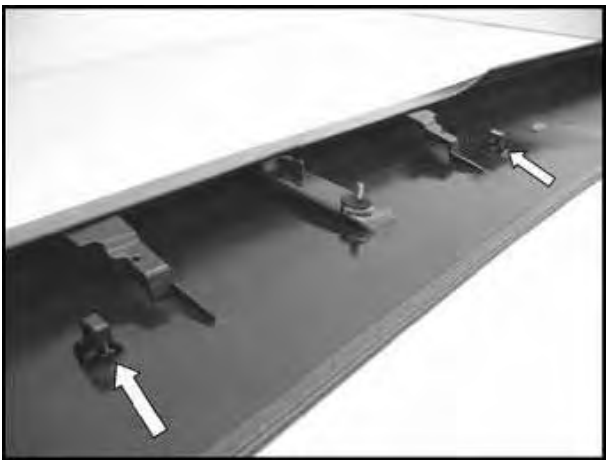
⇐ Disconnect washer hose connection
-circle-

- Take rear spoiler to work bench



Tip: Protect rear spoiler from scratches and damage

Damages and scratches to rear spoiler are not covered under this action



Tip: Broken off clips -arrows- do not affect the fit of the spoiler and can be removed before the assembly

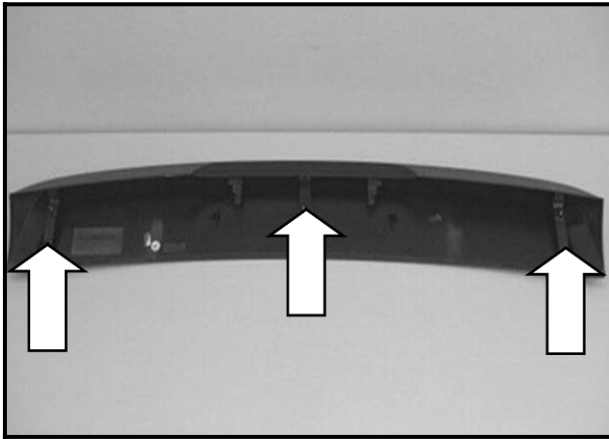


- Reinstall the two clamping pieces, if necessary



Tip: To avoid leaks, the two relevant clamping pieces
-circle- must be reinstalled into the rear hinged window

Water leaks caused by not reinstalling these pieces are not covered under this action



- ⇐ On these three points -arrows- reinforcements will be bonded
- ⇐ Inspect mounting points -arrows- for damage. **If damage is found, contact Campaign Helpline at 800-741-2919**



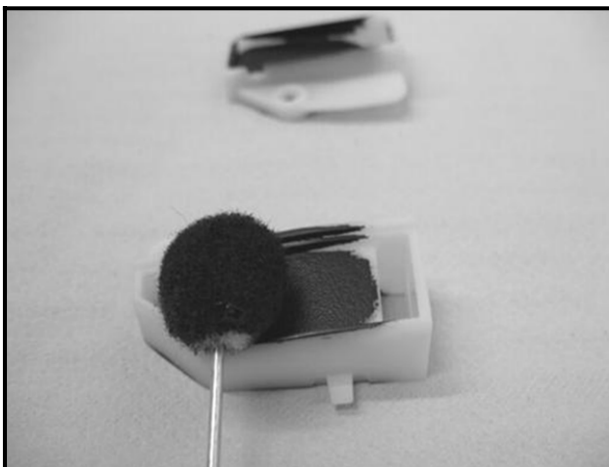
Tip: On some rear spoilers, reinforcements may have already been bonded and/or the middle reinforcement may not be filled



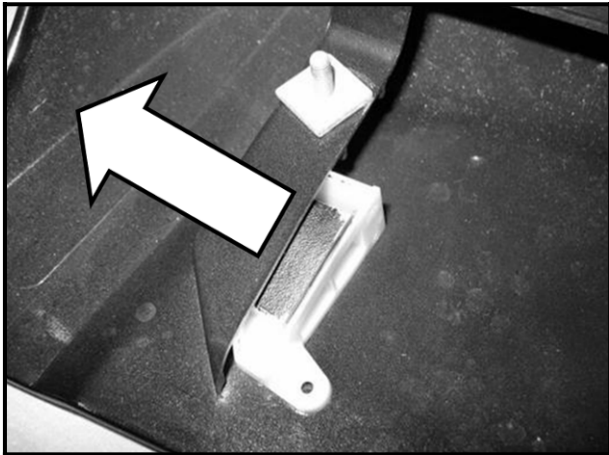
- ⇐ Clean and degrease all 3 areas of the attachments (for example, with cleaning solution D 009 401 04 – shop supply) and allow to completely dry



Tip: For proper bonding, reinforcements must be primed



- ⇐ Prime the three reinforcements (7L6 827 045) with applicator D 009 500 25 and paint primer D 009 200 02 from above and below in the indented area and allow to completely dry – approximately 1-2 minutes



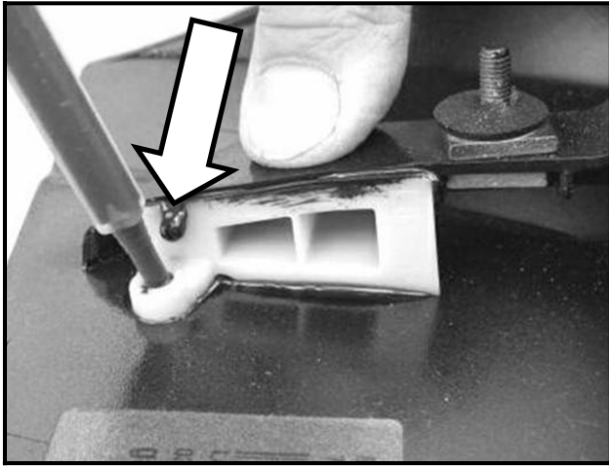
⇐ Press primed reinforcements (7L6 827 045) in direction of arrow, into the standard attachment areas until they audibly click



⇐ Fit bonder cartridge (D 180 KD2 A1) into VAS 5155, as shown



⇐ Remove the white and red protective caps from bonder and install mixing jet (D 001 001) onto bonder, as shown



- ⇐ Insert bonder on funnel of each reinforcement, as shown, and apply bonder into reinforcement until it oozes out -arrow-

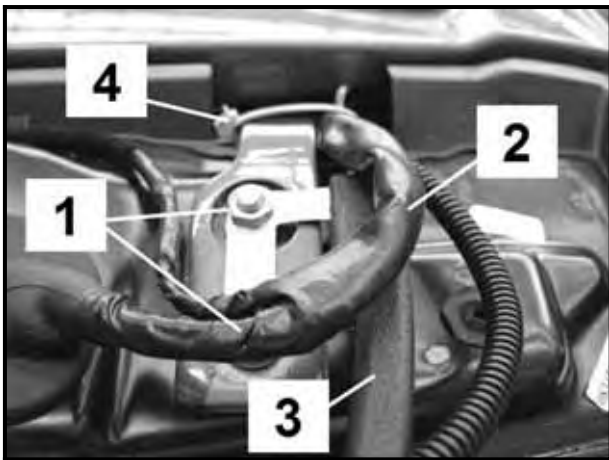


Tip: To prevent bonder from discharging elsewhere, press in area shown with your finger

If necessary, remove excess bonder prior to reinstalling spoiler



- ⇐ In addition to inserting bonder, the middle reinforcement must be pushed down in direction of -arrow-
- ⇐ Fill the open space -circle- with bonder, as shown



Tip: Due to bonding of the right reinforcement, the cable routing on the right side must be altered before reinstalling the rear spoiler

- ⇐ Remove nuts -1- and position the aerial -3- below the wiring loom -2- and retighten nuts to 9 Nm (7 lb-ft)
- ⇐ Install tie wrap (N 909 377 02) -4- as shown, and clip excess material from tie wrap



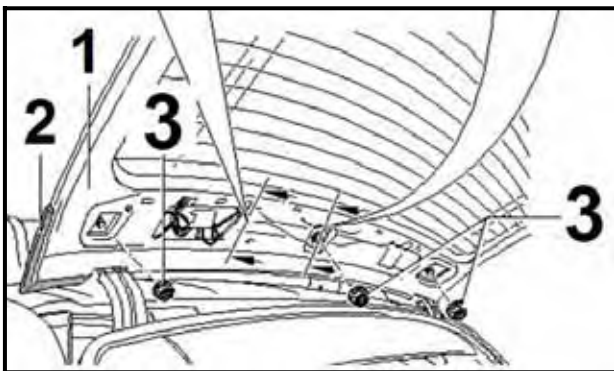
- Position rear spoiler for reinstallation onto hinged window

⇐ Reconnect washer hose connection -circle-

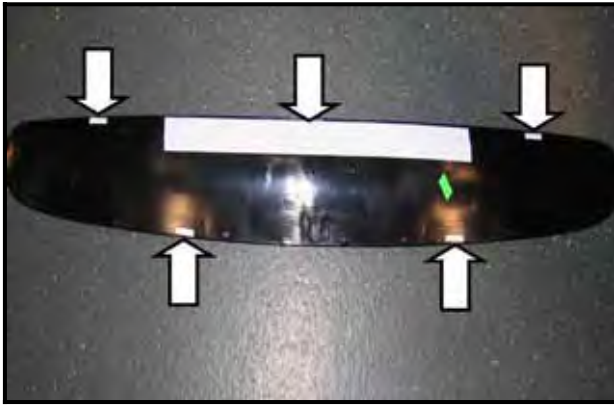


⇐ Reconnect brake lamp connector -circle-

- Reinstall rear spoiler onto hinged window



⇐ Reinstall three nuts -3- and torque to 6 Nm (4 lb-ft)



⇐ Remove protective coating for tape -arrows- from new trim cover (7L6 867 515H 9B9)



Tip: Excess tape must be removed from rear hinged window to allow proper seating of new trim cover during installation

⇐ Carefully align and install new trim cover (7L6 867 515H 9B9) -arrow- into proper position on rear hinged window and push on taped areas to securely seat into place

- Close rear glass
- Affix Campaign Completion label, part number CAMP 010 000, under the vehicle hood

ALL WORK IS COMPLETE