



Frequently Asked Questions (FAQ) Voluntary Safety Recall 97S8

SUMMARY

- **Campaign Code:** 97S8
- **Launch Date:** October 15, 2010
- **Code Visibility Date:** October 15, 2010
- **Customer Notification Date:** October 15, 2010
- **Circular Release Date:** October 15, 2010
- **Allocation List Release Date:** October 15, 2010
- **Affected Vehicles:**
USA & Canada: 2009 model year Volkswagen Routan equipped with power sliding doors
- **Number of Vehicles Affected:**
USA: approximately 15,900
Canada: approximately 1,700
- **Problem Description:** A right and/or left side power sliding door wiring harness may chafe on a sliding door hinge when that door is operated. If this happens, a sliding door latch can overheat and cause a fire inside the door.
- **Corrective Action:** Inspect and, as necessary, repair or replace the left and right power sliding door wiring harness.

Can the vehicle be driven until it is repaired?

Yes, affected vehicles can continue to be driven as usual. However, if a vehicle experiences a power sliding door-related concern at any time, customers are asked to contact their authorized Volkswagen dealer to have the problem diagnosed/repared as soon as possible.

Is a loaner vehicle being covered under this action?

In rare cases, if a loaner vehicle is required, it should be covered under the existing loaner vehicle policy through your FOM.

Is towing being covered under this action?

Towing is not covered under this campaign. Roadside Assistance is offered at no charge by calling Volkswagen Roadside Assistance at 800-411-6688.

What about customers who have had either a power sliding door wiring harness repaired/replaced? Will they be notified to come in for the campaign?

Yes. All customers with affected vehicles will be being notified about this voluntary safety recall, to ensure that both power sliding door wiring harnesses have been inspected and repaired, re-routed or replaced.

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNET. To ensure that ALL of your personnel are aware of this action 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.

If a customer paid out-of-pocket for a power sliding door wiring harness repair/replacement, can they apply for reimbursement under this campaign?

In the event that a customer incurred out-of-pocket expenses to repair or replace the power sliding door wiring harness due to the conditions described in this FAQ, they can apply for reimbursement. Customers should refer to the reimbursement instructions that will be enclosed with their campaign notification letter, or they can contact Volkswagen Customer CARE directly for reimbursement instructions. Very few reimbursement requests are expected, as the vehicles affected by this action are, in most cases, covered under the New Vehicle Limited Warranty.

Who should dealers contact if they have additional questions?

- United States dealers with additional questions about this or any other campaign should contact Warranty (866) 306-8447 for assistance.
- Canadian dealers with additional questions about this or any other campaign should contact their Warranty Specialist.
- Press inquiries should be directed to Volkswagen Public Relations.

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