

## 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 contact Warranty.**



# Compliance Recall Circular

Code: 44J5

Subject: 2011 Touareg Hybrid  
Vehicle Certification Label  
**UNITED STATES ONLY**

**REVISED 04/21/2011**

April 2011

## Revision Summary Customer letter Updated

### Problem Description

The certification label on some 2011 model year Touareg Hybrid vehicles does not comply with FMVSS 110 "Tire Selection and Rims." The tire pressure information printed on the certification label is 2 psi too low for the front tires and 1 psi too low for the rear tires (approx. 0.1 bar too low) and does not reflect the correct information found on the tire pressure label.

### Corrective Action

Dealers will install an overlay containing the correct tire pressure information onto the existing vehicle certification label.

### VIN Ranges & Production Dates

#### **NOTE:**

- *ElsaWeb is the only valid campaign inquiry/verification source, and ElsaWeb must show this campaign open on the day of repair in order to receive claim payment consideration.*
- *If this repair appears to have already been performed, or if a Campaign Completion label is present on the vehicle but the code still shows open in ElsaWeb, contact Warranty before proceeding further. Another dealer may have recently performed this repair but not yet entered a claim for it in the system.*
- *ElsaWeb may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this campaign.*
- *Contact Warranty if you have any questions.*

#### **U.S.A.**

WVG\_G9BP\_BD000066 – WVG\_G9BP\_BD004372  
Production Date: July 2, 2010 – February 03, 2011

**NOTE:** *The VIN range is a general range of vehicles that may be included in the Campaign. Not every vehicle within the VIN range may be included since it may depend on the production date, transmission or engine build date. Always verify ElsaWeb for campaign eligibility on a vehicle.*

### Allocation Report of Affected Vehicles

Dealers can check their VIM report to see if they have any in-stock vehicles affected by this action. Electronic allocation lists will be posted under My Dealership Reports on the VW Hub on or about March 28, 2011. A list will not be posted for dealers who have no affected vehicles.

### Parts Information and Allocation

A parts allocation will be sent to dealers to address affected inventory vehicles. Dealers needing additional labels and labels for customer vehicles can order them through the VW Hub online compliance label ordering portal. Please note that labels must be ordered by VIN.

### Owner Notification Mailing

Customer notification is anticipated to take place during April 2011. In addition to the regular campaign mailing via first-class mail, Volkswagen will be contacting customers via telephone to help make arrangements to have the overlay affixed to affected vehicles, and Volkswagen will work with customers to complete this campaign repair as quickly as possible.

### Campaign Completion Labeling Guidelines

Vehicles repaired under this action must be identified with a campaign completion label (part number CAMP 010 000). Labels can be ordered at no cost online via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com).

### Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation 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 if this campaign is open.

**Service No.:** 44J5

**Damage Code:** 0099

### Parts Manufacturer

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

Sold vehicle = 7 10

Unsold vehicle = 7 90

### Accounting Instructions

**All Criteria (01-08)** – Apply overlay to Vehicle Certification Label

**Repair operation:** 4492 23 99 10 T.U.

**Parts:** Labels are supplied free of charge. Do not enter label on SAGA claim.

*There is NO reimbursement for Vehicle Wash or Loaner*

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### If customer refused repairs

Fax the Repair Order to the warranty team at (248) 754-6533 (U.S) and (905) 428-4811 (CAN). Provide the VIN, applicable Service Number, Customer information, Dealer number and date.

## Customer Letter Example (United States)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**Vehicle Identification Number (VIN):** <VIN>

**Subject: Compliance Recall 44J5/V1 – Vehicle Certification Label  
2011 Model Year Volkswagen Touareg Hybrid**

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 the vehicle certification label in some 2011 model year Volkswagen Touareg Hybrid vehicles does not comply with FMVSS 110 "Tire Selection and Rims." Our records show that you are the owner of one of these vehicles.

### **What Is The Problem?**

The tire pressure information printed on the vehicle certification label is 2 psi too low for the front tires and 1 psi too low for the rear tires (approximately 0.1 bar too low) and does not reflect the correct information found on the tire pressure label. A deviation of 1-2 psi (less than 0.1 bar) is so small that there is no actual effect on drivability, vehicle safety or tire wear.

Generally speaking, incorrect tire pressure information could lead to an owner improperly inflating the vehicle tires. Driving on improperly inflated tires can lead to premature tire wear and possibly a crash.

### **What Will Volkswagen Do?**

In order to correct this non-compliance, an overlay containing the correct tire pressure information will be affixed onto the existing vehicle certification label. Volkswagen will contact you via telephone to help make arrangements to have the overlay affixed to your vehicle, and we will work with you to complete this campaign repair as quickly as possible, at no cost to you.

### **What We Would Like You to Do**

Volkswagen will be contacting you via telephone regarding this repair, and if you wish to do so, you may contact your authorized Volkswagen dealer and arrange for an appointment to have this work performed on your vehicle without delay.

The repair will take less than one half hour and will be performed for you 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.

### **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.

### **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 (44J5/V1)  
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 also invite you to visit our website at [www.vw.com](http://www.vw.com), where you can check to see if this or any other action may be open on your vehicle.

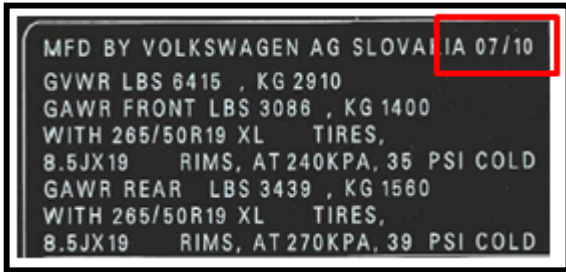
We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

If there are questions regarding the work procedure, contact Warranty.

**Required Parts:**



Consult ElsaWeb for applicable criteria. The criteria are based on the vehicles build Month / Year

Dealers needing additional labels and labels for customer vehicles can order them through the VW Hub online compliance label ordering portal. Please note that labels must be ordered by VIN

Criteria	Build MM / YY	Quantity	Part Number	Part Description
01	03 / 10	1	CAMP 44J5 0310	Vehicle Certification Label
02	07 / 10	1	CAMP 44J5 0710	Vehicle Certification Label
03	09 / 10	1	CAMP 44J5 0910	Vehicle Certification Label
04	10 / 10	1	CAMP 44J5 1010	Vehicle Certification Label
05	11 / 10	1	CAMP 44J5 1110	Vehicle Certification Label
06	12 / 10	1	CAMP 44J5 1210	Vehicle Certification Label
07	01 / 11	1	CAMP 44J5 0111	Vehicle Certification Label
08	02 / 11	1	CAMP 44J5 0211	Vehicle Certification Label

**Required Tools:**

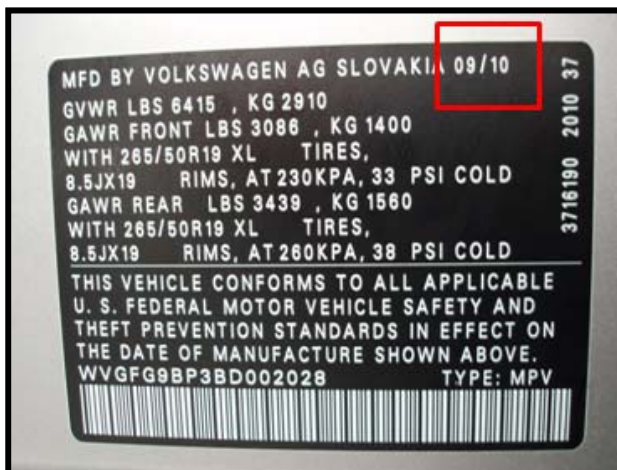
No special tools are required for this repair.

## Work Procedure:



### Section A – Inspect for updated label

- Open driver side door
- Locate label in lower B Pillar
- ⇐ Compare the Front and Rear Tire pressure values on the “Vehicle Certification Label” and match the values on the “Tire and Loading Information Label”
- If the front and rear tire pressures DO NOT match between the labels continue to section B
- If the front and rear tire pressures DO match between the labels continue to section C



### Section B – Affix Overlay

- ⇐ Inspect overlay build Month / Year to ensure the existing label Month / Year is the same
- Clean the surface of the existing “Vehicle Certification Label”



Note: Surface of existing label must be clean, dry and free from oil residue

- Peel the overlay off the backing paper



- ⇐ Affix the overlay over the existing label aligning the left and top edges of the labels. Ensure minimal air bubbles are created while installing the overlay
- Continue to Section C

**Campaign Completion**

SAGA CODE:  
DLR #:  
REPAIR DATE:

CAMP 010 000

## Section C – Campaign Completion Label

### Install Campaign Completion Label

- Open hood
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood

**ALL WORK IS COMPLETE**