



Das Auto.

## Frequently Asked Questions (FAQ) Safety Recall 97Z9

### SUMMARY

n **Campaign Code:** 97Z9

n **Affected Vehicles:** 2009-2011 MY Volkswagen Tiguan

**Problem Description:** High thermal cycling and a soft-coated fuse used at the F16 location may cause movement between the socket and the fuse blade. This thermal dilution may cause abrasions on the fuse blade coating, which increases resistance. If this happens it may result in localized overheating. This, in turn, can disrupt the electrical current flow to the vehicle's exterior lights and cause a partial loss (but not a complete failure) of the vehicle's exterior lighting. A warning lamp and message in the instrument cluster will immediately alert the driver. Failing illumination may lead to reduced visibility of the vehicle and may lead to a crash.

**Corrective Action:** Replace the existing F16 position fuse with a new, optimized hard-coated fuse.

**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.**

### What is the parts allocation plan for this action?

- Parts allocation will take place prior to customer notification.
- Parts will be on Upper Order Limits. The Targeted Allocation program will not be used for this campaign.
- If additional parts are required for critical cases, please contact the Parts Specialists at 800-767-6552.

### Is a loaner vehicle being covered under this action?

No. A loaner vehicle is not being covered under this action.

### Is towing being covered under this action?

No. Towing is not covered under this action.

### What should dealers do if they have any affected vehicles in inventory?

Dealers can use their most current VIM report to identify any affected vehicles that may be in their inventory. In the interest of customer satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this service action repair has been performed.

### Who should dealers contact if they have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Volkswagen Public Relations.

#### 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.