

## 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.**



# Safety Recall

Code: 97Z9

Subject: 2009-2011 MY Tiguan  
Fuse (Plug-In Position F16)

January 3, 2014

### 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.

### Affected Vehicles

**U.S.A. and CANADA:**

2009-2011 MY Tiguan

Verify the open Campaigns/Actions screen in Elsa to determine if the VIN applies to this Campaign/Action

### **NOTE:**

- Elsa is the only valid campaign inquiry/verification source. Check Elsa on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".
- If this repair appears to have already been performed on the vehicle but the code still shows open in Elsa, contact Warranty before proceeding further, e.g. a dealer may have recently performed this repair but not yet entered a claim for it in the system.
- Elsa 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.

### Inventory Vehicle Open Campaign/Action Report (VIM)

On or about January 3, 2014 affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on [www.vw.com](http://www.vw.com) & VIM). A list will not be posted for dealers who do not have any affected vehicles.

### Parts Information and Allocation

Parts will be allocated prior to customer notification. If you have exhausted your allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com).

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

### Owner Notification Mailing

On or about January 3, 2014 the customer mailing will take place. A sample copy of the owner letter is enclosed.

### 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.vw.com](http://www.vw.com).

### 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/Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.**

## **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 Elsa.** Claims will only be paid for vehicles that show this campaign open in Elsa 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 Elsa to determine if this campaign is open.

**Service No.:** 9729

**Damage Code:** 0099

### **Parts Manufacturer**

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

Sold vehicle = 7 10

Unsold vehicle = 7 90

### **Accounting Instructions**

#### **Criteria I.D. 01**

Replace Fuse (Plug-In Position F16), inspect fuse panel, **NO** fuse panel replacement necessary

**Repair operation:** 9784 23 99 20 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	N 01713125	30A Fuse

OR

#### **Criteria I.D. 01**

Replace Fuse (Plug-In Position F16), inspect fuse panel, fuse panel replacement necessary

**Repair operation:** 9784 24 99 30 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	N 01713125	30A Fuse
1	*1K0937125D	Fuse Panel

**\*Causal Indicator: Select fuse panel as causal part when replaced**

***There is NO reimbursement for Vehicle Wash or Loaner***

### **If customer refused repairs**

Fax the Repair Order to the warranty team at (248) 754-6501 (U.S) and (905) 428-4811 (CAN). Provide the VIN, applicable Service Number, Customer information, Dealer number and date.

## Customer Letter Example (USA)

This notice applies to your vehicle <VIN>

**Subject: Safety Recall 97Z9 – Fuse (Plug-in Position F16)  
2009-2011 Model Year Volkswagen Tiguan**

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 2009-2011 model year Volkswagen Tiguan vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** 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.
- What will we do?** To help identify/correct this defect, your authorized Volkswagen dealer will replace the existing F16 position fuse with a new, optimized hard-coated fuse. This work will take less than an hour to complete and will be performed for you free of charge.
- What should you do?** Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. 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 and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, 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 repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.
- Can we assist you further?** 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 (97Z9/2V)  
3800 Hamlin Road, Auburn Hills, MI 48326  
1-800-893-5298  
[www.vw.com](http://www.vw.com)

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)

This notice applies to your vehicle <VIN>

**Subject: Safety Recall 97Z9 – Fuse (Plug-in Position F16)  
2009-2011 Model Year Volkswagen Tiguan**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2009-2011 model year Volkswagen Tiguan vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** 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.

**What will we do?** To help identify/correct this defect, your authorized Volkswagen dealer will replace the existing F16 position fuse with a new, optimized hard-coated fuse. This work will take less than an hour to complete and will be performed for you free of charge.

**What should you do?** Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. 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 and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, 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 repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

**Can we assist you further?** 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 Relations (97Z9/2V)  
PO Box 842, Stn. A  
Windsor, ON N9A 6P2  
1-800-822-8987  
[www.vw.ca](http://www.vw.ca)

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:

- U.S. dealers, contact Warranty
- Canadian dealers, open an VTA ticket using concern group “Compliance\_Recall Assistance (C)”



**Required Parts:**

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	N 01713125	30A Fuse
1	CAMP 010 000	Campaign Completion Label
1	1K0 937 125D	Fuse Panel (if necessary)

**Work Procedure**

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


Applicable Criteria ID (s)	Campaign/Action Status
01	Open

**EXAMPLE**

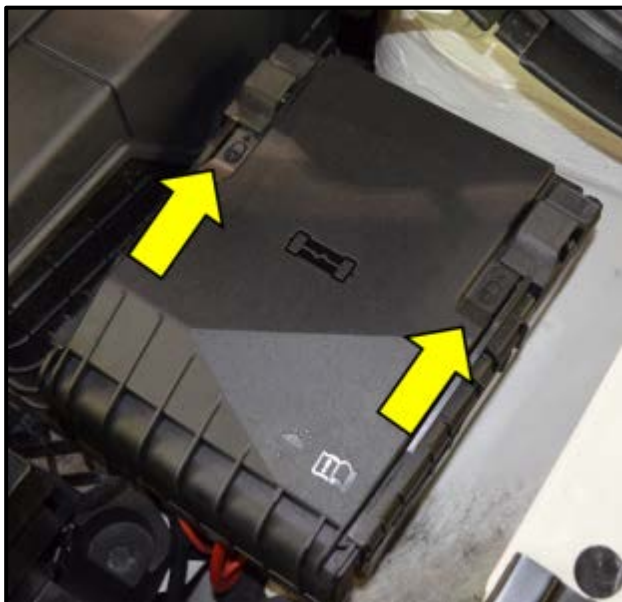
**Section A – Check for Previous Repair**

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen

 Tip: On the date of repair, print this screen and keep a copy with the repair order

- ⇐ Ensure that the Status is “Open” <arrow 2>
- ⇐ Note the Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and corresponding parts associated

- **Proceed to Section B.**



## Section B – Fuse Panel Inspection

- Open the hood.
- ⇐ Disengage the two locking tabs <arrows> and remove cover from the SA/SB fuse panel.



- ⇐ Remove the fuse from position F16 <arrow>.
- Inspect the F16 fuse slot on the fuse panel for any visible damage.

- If no visible damage is found, proceed to Section C, 30A Fuse Replacement

OR

- If any visible damage is found, Service Manager or Shop Foreman MUST sign off on repair order. Proceed to Section D, Fuse and Fuse Panel Replacement.



Tip: Permissible damage for replacement of the fuse panel is limited to the F16 location. Any other physical damage to the fuse panel is not covered by this action.

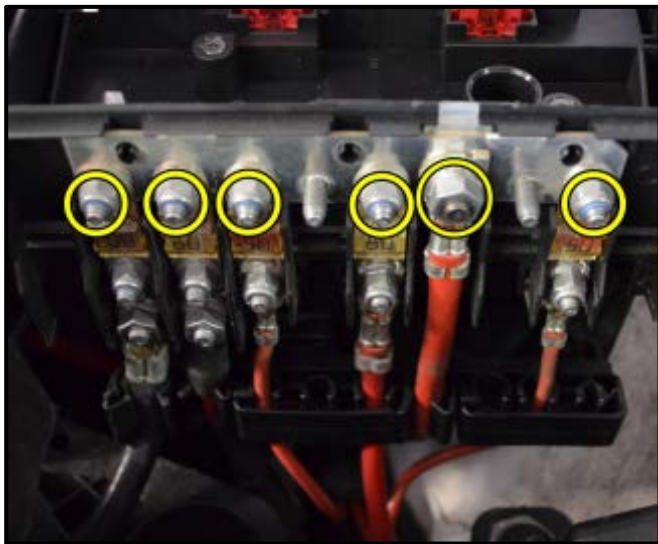


### Section C – 30A Fuse Replacement

- ⇐ Install the replacement 30A fuse, P/N **N 01713125** into the F16 position <circle>.


**⚠ WARNING:** P/N **N 01713125** must be installed as the replacement fuse for this repair. The coating on the terminals of the factory fuse is unable to sufficiently dissipate heat under normal operating conditions. Therefore, failure to install this updated fuse may result in a repeat customer concern.

- **Proceed to Section E.**



### Section D – Fuse and Fuse Panel Replacement

- Disconnect and isolate the negative battery cable.
- ⇐ Remove the hex nuts from the SA fuse panel connections where shown <circles>.

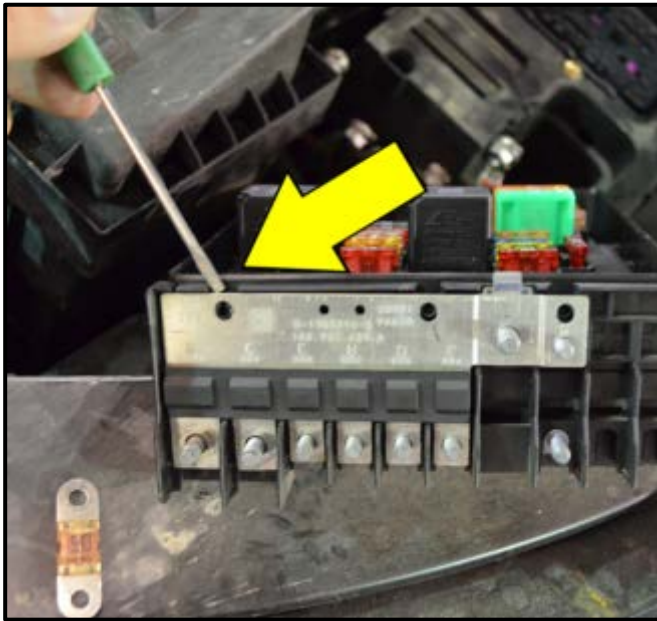
 **Tip:** Note the location of all wires attached in this step prior to disassembly. Wire locations may vary based on model year and vehicle equipment.



- ⇐ Remove the fuse panel mounting screw <circle>.
- Remove the upper SA/SB fuse panel from the vehicle.



- The SA portion of the old fuse panel must be switched over to the replacement fuse panel.
- ⇐ Remove the hex nut <circle> and the remaining 50A fuse from the SA panel.
- Keep both the nut and the fuse – they will be installed onto the new panel.



- ⇐ Using a pocket screwdriver, or equivalent, gently pry the SA portion of the fuse panel off the old fuse panel <arrow>.



- Install the SA fuse panel, 50A fuse, and hex nut onto the new fuse panel assembly as shown <left>.



Tip: The appearance of this portion of the fuse panel may vary based on model year or vehicle equipment.



- Install the new fuse panel assembly onto the vehicle.
- Torque the mounting screw to 9 Nm.
- Install a new fuse, p/n N 01713125 into the F16 location on the new fuse panel.
- Transfer the remaining fuses and relays from the old fuse panel to the new fuse panel.
- Reinstall the fuse panel cover.
- Reconnect the negative battery cable
- Reset applicable customer settings (i.e. clock, basic settings on windows, etc.).
- Close the hood.
- **Proceed to section E.**

### Section E – Campaign Completion Label and Parts Return/Disposal

#### Install Campaign Completion Label

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

Campaign Completion	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000



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

- Close the hood.

#### Parts Return/Disposal

**Replaced fuse panels must be retained for one month after the repair has been completed.**



**Tip:** Label part/box with a disposal date that is one month after the repair date.

**After one month, properly destroy or dispose of removed parts in accordance with all state and local requirements.**

**ALL WORK IS COMPLETE**