

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: 94G8

**Subject: 2012-2013 MY Passat
Headlight (Low Beam)**

May 13, 2014

Problem Description

It is possible that, in instances where the hood is closed roughly (or dropped from a certain height), the resulting vibration and/or impact can cause a low-beam headlight bulb to lose electrical contact. If this happens, a warning 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

Dealers will install an improved bulb fitting. Additionally, the hood bumpers will be replaced to help prevent the hood from contacting the headlight assembly if the hood is dropped during closing.

In addition to this recall remedy, affected vehicles may benefit from the installation of protective caps in the fuse box to help prevent wire chafing in that area. This work will also be done at no cost to customers.

Affected Vehicles

U.S.A. and CANADA:

2012-2013 Passat

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 May 13, 2014, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vw.com & VIM). A list will not be posted for dealers who do not have any affected vehicles.

Parts Information and Allocation

- Parts allocation will take place prior to customer notification.
- The Targeted Allocation program will be used in support of this campaign except for the butt connector, washer and plastic cap, which will be on Upper Order Limits.
- Please refer to the dealer letter and Campaign Data Sheet for information regarding the Completion Factor/Replacement Rate for your targeted allocation calculations.
- If additional quantities are required of the socket repair kit, or hood bumpers, please contact the Parts Specialists at 800-767-6552.
- If additional quantities are required of the butt connector, washer or plastic cap, please email upperorderlimits@vw.com.

Owner Notification Mailing

On or about May 13, 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.

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.: 94G8

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

Inspect headlights, **no** headlight repair necessary; Install hood bumpers, washers and plastic caps

Repair operation: 9794 23 99 40 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
2	8T0 827 249	Hood Bumper*
2	N 011 666 20	Washer
2	N 910 706 01	Plastic Cap

***Causal Indicator: Select "Hood Bumper" as causal part**

OR

Inspect headlights, repair **one** headlight; Install, hood bumpers, washers and plastic caps

Repair operation: 9415 55 99 110 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	561998109	Headlight Socket Repair Kit
2	000 979 941	Butt connectors
2	8T0 827 249	Hood Bumper*
2	N 011 666 20	Washer
2	N 910 706 01	Plastic Cap

***Causal Indicator: Select "Hood Bumper" as causal part**

OR (cont. to next page)

94G8 Claiming procedure continues

Inspect headlights, repair **both** headlights; Install hood bumpers, washers and plastic caps

Repair operation: 9415 56 99 140 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
2	561998109	Headlight Socket Repair Kit
4	000 979 941	Butt connectors (2 per headlight)
2	8T0 827 249	Hood Bumper*
2	N 011 666 20	Washer
2	N 910 706 01	Plastic Cap

***Causal Indicator: Select "Hood Bumper" as causal part**

There is NO reimbursement for Vehicle Wash or Loaner

If customer refused repairs

U.S. dealers: Submit the request through WISE under the Campaigns/Update/Recall Closure option.

Canadian dealers: Fax the Repair Order to Warranty at (905) 428-4811 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date.

Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 94G8
2012-2013 Model Year Volkswagen Passat
Headlight (Low Beam)**

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 2012-2013 model year Volkswagen Passat vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? It is possible that, in instances where the hood is closed roughly (or dropped from a certain height), the resulting vibration and/or impact can cause a low-beam headlight bulb to lose electrical contact. If this happens, a warning 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, dealers will install an improved bulb fitting. Additionally, the hood bumpers will be replaced to help prevent the hood from contacting the headlight assembly if the hood is dropped during closing.

In addition to this recall remedy, affected vehicles may benefit from the installation of protective caps in the fuse box to help prevent wire chafing in that area.

This work will take up to two hours 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 (94G8)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-893-5298
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 94G8
2012-2013 Model Year Volkswagen Passat
Headlight (Low Beam)**

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 2012-2013 model year Volkswagen Passat vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? It is possible that, in instances where the hood is closed roughly (or dropped from a certain height), the resulting vibration and/or impact can cause a low-beam headlight bulb to lose electrical contact. If this happens, a warning 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.

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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 (94G8)
PO Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-822-8987
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