

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

REVISION

Code: 60B9

**Subject: 2013-2015 MY Beetle with Factory-Installed Panoramic Sunroof
Panoramic Sliding Sunroof Glass**

November 26, 2014

Revision Summary

Canadian market information added.

Problem Description

Due to a production process issue at the sunroof glass supplier, some vehicles may have been built with a panoramic sunroof glass panel with a steel frame that may have been manufactured out of tolerance. As this manufacturing issue could cause additional stress to the glass panel, the glass panel may be susceptible to breakage if the vehicle experiences a sudden jolt, such as when hitting a large bump or pothole in the road – especially in cold temperatures. Usage of certain de-icing salts also has been identified as a contributing factor. If the glass panel were to break when the vehicle is in motion, it could cause driver distraction, increasing the risk of a crash.

Corrective Action

Replace the panoramic sliding sunroof glass.

Affected Vehicles

U.S.A.:

**2013-2015 MY Beetle
with Factory-Installed Panoramic Sunroof**

Canada:

**2013-2014 MY Beetle
with Factory-Installed Panoramic Sunroof**

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)

U.S.: On or about November 18, 2014, affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vw.com & VIM). A list was not posted for dealers who did not have any affected vehicles.

Canada: On or about November 26, 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 will be allocated for dealer inventory vehicles and an additional allocation prior to customer notification. For all CAR DOWN repairs prior to customer notification, send email with VIN to vwospecialservices@vw.com. After customer notification, please submit your requests for additional parts via email to upperorderlimits@vw.com.

Owner Notification Mailing

On or about December 16, 2014 the customer mailing will take place. A sample copy of the owner letter is enclosed.

Precautions Customers Should Take

We recommend that customers keep the sunroof shade fully closed until the recall repair has been completed. This will help minimize the chance of broken glass falling into the passenger compartment, should the sunroof panel break.

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.: 60B9
Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code **3ME**

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01

Replace sunroof glass panel

Repair operation: 6040 56 99 50 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	5C5 877 071 B	Sunroof Glass Panel*
1	5C5 017 737	Kit (contains 6 screws)

***Select "Sunroof Glass Panel" 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.

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2014 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 60B9 – Possible Fracture of Panoramic Sliding Sunroof Glass
2013-2015 Model Year Volkswagen Beetle with Factory-Installed Panoramic Sunroof**

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 certain 2013-2015 model year Volkswagen Beetle vehicles equipped with a factory-installed panoramic sunroof. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** Due to a production process issue at the sunroof glass supplier, some vehicles may have been built with a panoramic sunroof glass panel with a steel frame that may have been manufactured out of tolerance. As this manufacturing issue could cause additional stress to the glass panel, the glass panel may be susceptible to breakage if the vehicle experiences a sudden jolt, such as when hitting a large bump or pothole in the road – especially in cold temperatures. Usage of certain de-icing salts also has been identified as a contributing factor. If the glass panel were to break when the vehicle is in motion, it could cause driver distraction, increasing the risk of a crash.
- What will we do?** To help correct this defect, your authorized Volkswagen dealer will replace the panoramic sliding sunroof. This work will take about one 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.
- Precautions You Should Take** We recommend that you keep the sunroof shade fully closed until this recall repair has been completed. This will help minimize the chance of broken glass falling into the passenger compartment, should the sunroof panel break.
- 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 (60B9)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-893-5298
www.vw.com
- Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.vw.com and enter your Vehicle Identification Number (VIN). As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen dealer.

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 Customer Protection

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2014 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Customer Letter Example (CANADA)

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 60B9 – Possible Fracture of Panoramic Sliding Sunroof Glass
2013-2014 Model Year Volkswagen Beetle with Factory-Installed Panoramic Sunroof**

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 certain 2013-2014 model year Volkswagen Beetle vehicles equipped with a factory-installed panoramic sunroof. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Due to a production process issue at the sunroof glass supplier, some vehicles may have been built with a panoramic sunroof glass panel with a steel frame that may have been manufactured out of tolerance. As this manufacturing issue could cause additional stress to the glass panel, the glass panel may be susceptible to breakage if the vehicle experiences a sudden jolt, such as when hitting a large bump or pothole in the road – especially in cold temperatures. Usage of certain de-icing salts also has been identified as a contributing factor. If the glass panel were to break when the vehicle is in motion, it could cause driver distraction, increasing the risk of a crash.

What will we do? To help correct this defect, your authorized Volkswagen dealer will replace the panoramic sliding sunroof. This work will take about one 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.

Precautions You Should Take We recommend that you keep the sunroof shade fully closed until this recall repair has been completed. This will help minimize the chance of broken glass falling into the passenger compartment, should the sunroof panel break.

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 (60B9)
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 Customer Protection

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 Tools:**Required Parts:**

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	5C5 877 071 B	Sunroof Glass Panel
1	5C5 017 737	Kit (contains 6 screws)

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

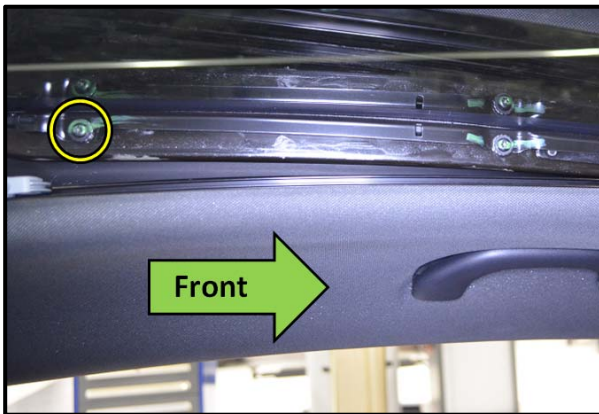
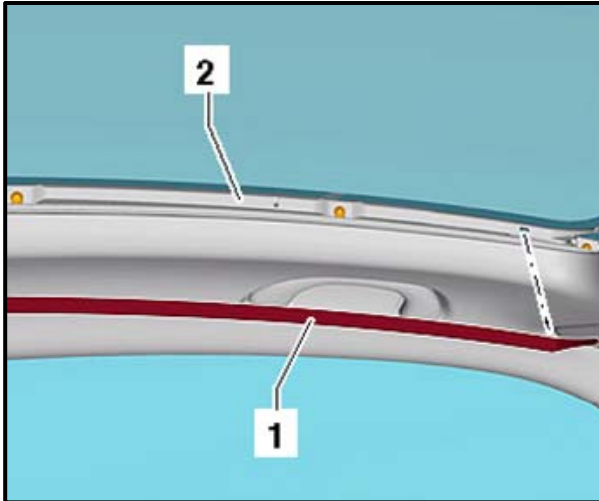
- ⇐ Ensure that the Status is “Open”
<arrow 2>
- ⇐ Note the Applicable Criteria ID
<arrow 1> for use in determining the correct work to be done and corresponding parts associated

Proceed to Section B

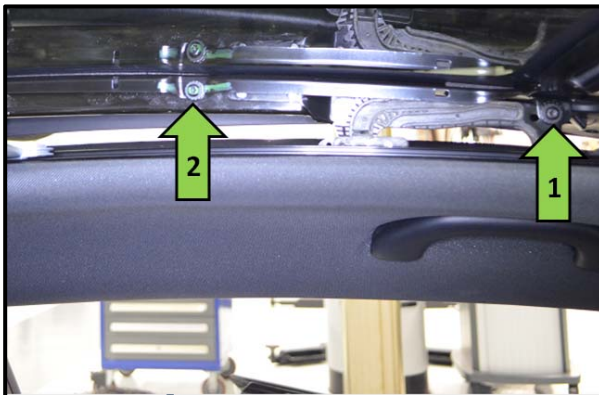
Section B – Replace Sunroof Glass Panel

Sunroof Glass Panel Removal

- Open the sunroof shade completely.
- Open the sunroof to the “tilt” position.
- ⇐ Remove the molding <1> from the sunroof mounting bracket <2> on each side of the sunroof.



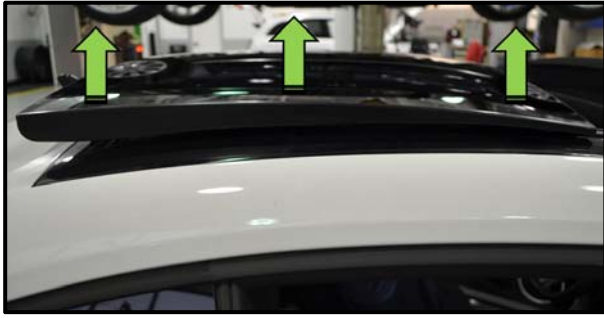
- ⇐ Remove the rear corner mounting screw <circle> from the left and right sides.



- Turn the sunroof switch to the first “open” detent setting.
- ⇐ Remove the front corner mounting screw <arrow 1> from the left and right sides.
- ⇐ Loosen the center mounting screw <arrow 2> on the left and right sides.



Note: Once the sunroof mounting screws are loosened and removed the sunroof switch position must NOT be changed. This can cause the loss of sunroof basic settings and/or damage to the sunroof glass panel.



- ⇐ Remove the sunroof glass panel by lifting it straight up and off of the sunroof frame <direction of arrows>.



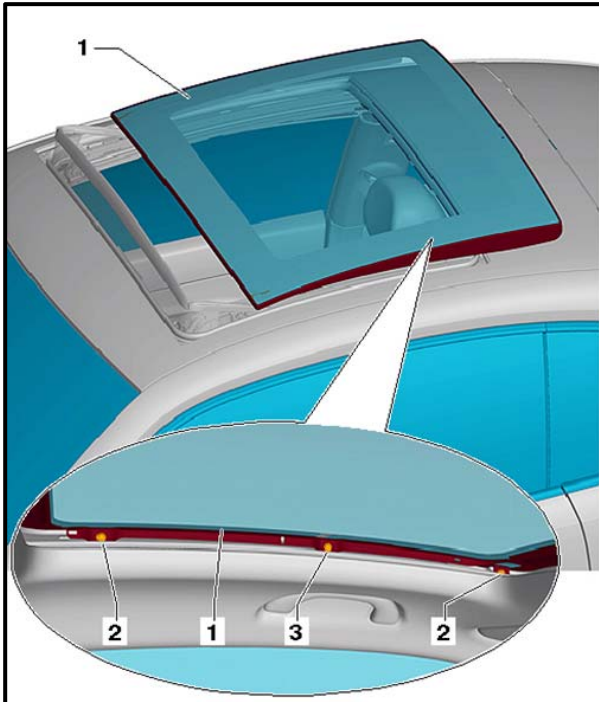
Tip: Because of its size, the sunroof glass removal and installation may require two people.

Sunroof Glass Panel Installation

- ⇐ Remove and discard the center mounting screw from the left and right sides <3>.
- ⇐ Install a replacement screw from kit, P/N 5C5 017 737, in the center location <3> of the sunroof tilting mechanism on the left and right sides.



Note: DO NOT tighten the center mounting screws at this time. Only insert them by hand, as the sunroof glass must slide onto the center screws during reinstallation.



- ⇐ Position the replacement sunroof glass panel <1>, P/N: 5C5 877 071B, onto the center mounting screws <3> and carefully set it onto the tilting mechanism.
- ⇐ Install the new left and right mounting bolts <2> by hand.
- Move the sunroof the fully closed position.

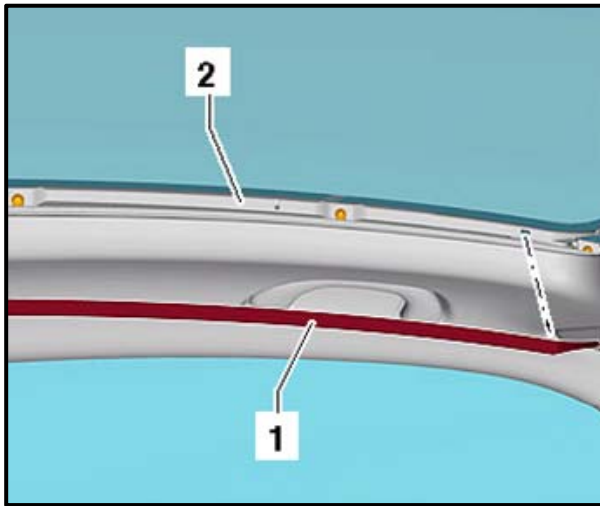
- Adjust the sunroof glass height one corner at a time and gently tighten the associated mounting bolt.



Note: When adjusted correctly, the front edge of the sunroof glass should be roughly 1mm below the roof of the vehicle, and the rear edge of the sunroof glass should be roughly 1mm above the roof of the vehicle.



- ⇐ Use a trim stick (or equivalent) to inspect the sunroof glass to roof alignment <as shown> to verify it is positioned correctly.
- Torque all 6 mounting screws to 6 Nm using the VAG1783 – 2-10Nm Torque Wrench (or equivalent).

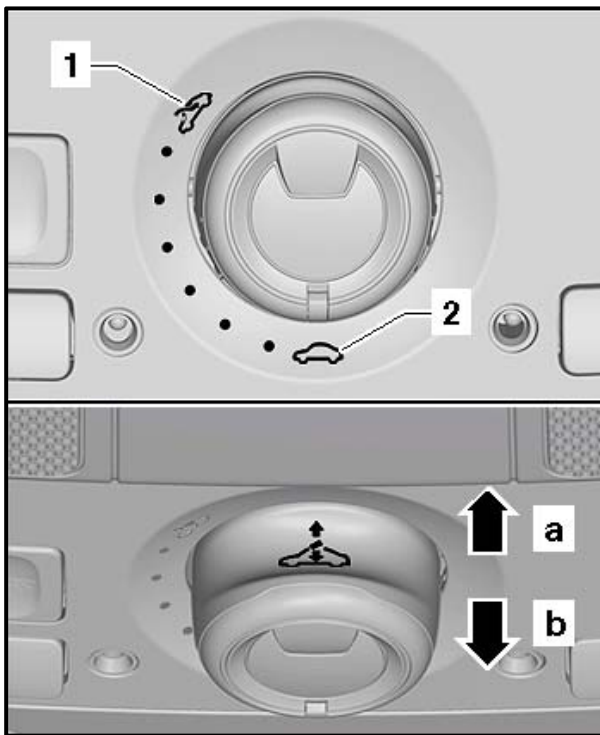


⇐ Reinstall the molding <1> onto the sunroof mounting bracket <2> on each side of the sunroof.

- Test the operation of the sunroof to verify proper operation.

Proceed to Section C.

Section C – Sunroof Basic Settings



⚠ Note: Basic settings must be performed any time the glass panel is removed, adjusted, or altered in any way.

⚠ **WARNING:** Pinch protection is switched off during the basic settings procedure.

- Switch the ignition ON.
- Close the rear lid and both doors
- ⇐ Turn the sunroof knob to the “Closed” position <2>.
- ⇐ Pull the sunroof knob downward <arrow b> and hold it in this position for the entire basic settings procedure.

ℹ Tip: During the basic settings process, the sunroof glass with first close, then fully retract. The procedure is complete once the glass panel closes again – release the sunroof knob.

Work Complete – Proceed to Section D

Section D – 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



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

- Close the hood.

Parts Return/Disposal

Properly destroy or dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Shipping Portal (WPSP) for U.S. and SAGA for Canada.

ALL WORK IS COMPLETE