



Safety Recall

Code: 01A5

REVISION

| | |
|----------------------------|---|
| Subject | Vehicle Safety Certification Label |
| Release Date | June 23, 2015 |
| Revision Summary | Canadian market launch information added. |
| Affected Vehicles | U.S.A. & CANADA: 2015 MY Tiguan <i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source.</i> <ul style="list-style-type: none">✓ Campaign status must show "open."✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign. |
| Problem Description | The vehicle safety certification label is missing required tire pressure information, and required weights may have been incorrectly printed on the label. This is not in compliance with regulatory requirements. Missing tire pressure information on the vehicle safety certification label is not compliant with federal regulations; however this label is affixed to the vehicle in close proximity to the tire information label (which has the correct tire information identified for consumers). Incorrect weight information on the vehicle safety certification label may lead to vehicle overloading and adversely affect vehicle stability, which could result in a crash. |
| Corrective Action | Install an overlay containing the correct information onto the existing vehicle safety certification label. |
| Parts Information | A supply of replacement labels will be sent to dealers prior to launch. Additional labels can be ordered through the Compliance Label Ordering Portal on vwclub.com. Please have the VIN(s) you are ordering for available when you place your order. Dealers should ensure that, as necessary, an order for the correct label is placed once this repair is scheduled for each customer. This will help ensure that correct label is on hand at the dealership when the customer's vehicle is presented for service, and help avoid the need for the customer to return at a later date to have the label installed. |
| Code Visibility | U.S.A.: On or about June 02, 2015, affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vwclub.com & OMD Web/VIM). A list was not posted for dealers who did not have any affected vehicles. On or about June 02, 2015, this campaign code showed open on affected vehicles in Elsa. On or about June 02, 2015, affected vehicles were identified with this campaign code in the VIN Lookup tool at www.vw.com and on the NHTSA VIN lookup tool at www.safercar.gov . CANADA: On or about June 23, 2015, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vwclub.com & OMD Web/VIM). A list will not be posted for dealers who do not have any affected vehicles. On or about June 23, 2015, this campaign code will show open on affected Canadian market vehicles in Elsa. |

Owner Notification

Owner notification will take place in June 2015. Owner letter examples are included for your reference.

Precautions

Because the information on the existing vehicle safety certification label is not correct, customers should not rely on the tire or vehicle weight information printed on the label until it has been corrected under this recall.

Additional Information

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. 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.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete.
Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vwhub.com.

Claim Entry Instructions

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action *open on the day of repair* to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.
- ✓ Canada dealers: Fax repair order to Warranty at (905) 428-4811.

| Service Number | 01A5 (Number zero, not letter O) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|----------------------------|---|-------------|--------------------------------------|-------------|-------------|--------|----|---|-------------|--------------------------------------|------|----|---|-------------|----|---|-------------|----|---|-------------|----|---|-------------|----|---|-------------|----|---|-------------|----|---|-------------|
| Damage Code | 0099 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Parts Vendor Code | WWO | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Claim Type | Sold vehicle: 7 10 Unsold vehicle: 7 90 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Vehicle Wash/Loaner | Do not claim wash/loaner under this action | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criteria I.D. | 01 through 08 (U.S. ONLY) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <p>Install Vehicle Safety Certification Overlay</p> <p>Labor operation: 0105 23 99 10 T.U.</p> <p>OUTSIDE MATERIAL</p> <table border="1"><thead><tr><th>Criteria</th><th>Quantity</th><th>Part Number</th><th>Description</th><th>Amount</th></tr></thead><tbody><tr><td>01</td><td>1</td><td>7D000027901</td><td rowspan="8">Vehicle Safety Certification Overlay</td><td rowspan="8">9.45</td></tr><tr><td>02</td><td>1</td><td>7D000027902</td></tr><tr><td>03</td><td>1</td><td>7D000027903</td></tr><tr><td>04</td><td>1</td><td>7D000027904</td></tr><tr><td>05</td><td>1</td><td>7D000027905</td></tr><tr><td>06</td><td>1</td><td>7D000027906</td></tr><tr><td>07</td><td>1</td><td>7D000027907</td></tr><tr><td>08</td><td>1</td><td>7D000027908</td></tr></tbody></table> <p>Note: Use capital letters when entering part number on claim.</p> | Criteria | Quantity | Part Number | Description | Amount | 01 | 1 | 7D000027901 | Vehicle Safety Certification Overlay | 9.45 | 02 | 1 | 7D000027902 | 03 | 1 | 7D000027903 | 04 | 1 | 7D000027904 | 05 | 1 | 7D000027905 | 06 | 1 | 7D000027906 | 07 | 1 | 7D000027907 | 08 | 1 | 7D000027908 |
| Criteria | Quantity | Part Number | Description | Amount | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 01 | 1 | 7D000027901 | Vehicle Safety Certification Overlay | 9.45 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 02 | 1 | 7D000027902 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 03 | 1 | 7D000027903 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 04 | 1 | 7D000027904 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 05 | 1 | 7D000027905 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 06 | 1 | 7D000027906 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 07 | 1 | 7D000027907 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 08 | 1 | 7D000027908 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Continue to next page

| Criteria I.D. | 1C through 7C (CANADA ONLY) | | | |
|---------------|--|-----------------|--------------------|--------------------------------------|
| | Install Vehicle Safety Certification Overlay | | | |
| | Labor operation: 0105 23 99 | | 10 T.U. | |
| | OUTSIDE MATERIAL | | | |
| | Criteria | Quantity | Part Number | Description |
| | 1C | 1 | 7D00002791C | Vehicle Safety Certification Overlay |
| | 2C | 1 | 7D00002792C | |
| | 3C | 1 | 7D00002793C | |
| | 4C | 1 | 7D00002794C | |
| | 5C | 1 | 7D00002795C | |
| | 6C | 1 | 7D00002796C | |
| | 7C | 1 | 7D00002797C | |
| | | | | 9.45 |
| | Note: Use capital letters when entering part number on claim. | | | |

Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

NHTSA: <INSERT NUMBER>

**Subject: Safety Recall 01A5 – Vehicle Safety Certification Label
2015 Model Year Volkswagen Tiguan**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 model year Volkswagen Tiguan vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The vehicle safety certification label is missing required tire pressure information, and required weights may have been incorrectly printed on the label. This is not in compliance with regulatory requirements.

Missing tire pressure information on the vehicle safety certification label is not compliant with federal regulations; however this label is affixed to the vehicle in close proximity to the tire information label (which has the correct tire information identified for consumers). Incorrect weight information on the vehicle safety certification label may lead to vehicle overloading and adversely affect vehicle stability, which could result in a crash.

What will we do? To help correct this defect, your authorized Volkswagen dealer will install an overlay containing the correct information onto the existing safety certification label. 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.

Precautions you should take Affected vehicles can continue to be driven as usual; however please be aware that until this recall repair has been made, you should not rely on the tire or vehicle weight information printed on the existing vehicle safety certification label.

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.

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 (01A5)
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 click on the **Look Up Recalls** link at www.vw.com and enter your Vehicle Identification Number (VIN) into the **Recall/Service Campaign Lookup** tool. 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. ©2015 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 01A5 – Vehicle Safety Certification Label
2015 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 certain 2015 model year Volkswagen Tiguan vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The vehicle safety certification label is missing required tire pressure information, and required weights may have been incorrectly printed on the label. This is not in compliance with regulatory requirements.

Missing tire pressure information on the vehicle safety certification label is not compliant with federal regulations; however this label is affixed to the vehicle in close proximity to the tire information label (which has the correct tire information identified for consumers). Incorrect weight information on the vehicle safety certification label may lead to vehicle overloading and adversely affect vehicle stability, which could result in a crash.

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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 Affected vehicles can continue to be driven as usual; however please be aware that until this recall repair has been made, you should not rely on the tire or vehicle weight information printed on the existing vehicle safety certification label.

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.

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 (01A5)
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

Required Parts

U.S. ONLY

| Criteria | Quantity | Part Number | Description |
|----------|----------|--------------|--------------------------------------|
| 01 | 1 | 7D0000279_01 | Vehicle Safety Certification Overlay |
| 02 | 1 | 7D0000279_02 | |
| 03 | 1 | 7D0000279_03 | |
| 04 | 1 | 7D0000279_04 | |
| 05 | 1 | 7D0000279_05 | |
| 06 | 1 | 7D0000279_06 | |
| 07 | 1 | 7D0000279_07 | |
| 08 | 1 | 7D0000279_08 | |

CANADA ONLY

| Criteria | Quantity | Part Number | Description |
|----------|----------|--------------|--------------------------------------|
| 1C | 1 | 7D0000279_1C | Vehicle Safety Certification Overlay |
| 2C | 1 | 7D0000279_2C | |
| 3C | 1 | 7D0000279_3C | |
| 4C | 1 | 7D0000279_4C | |
| 5C | 1 | 7D0000279_5C | |
| 6C | 1 | 7D0000279_6C | |
| 7C | 1 | 7D0000279_7C | |

Dealers can order additional labels by VIN via the Compliance Label Ordering Portal.

Work Procedure

| |
|--|
| i TIP |
| If Campaign Completion label is present, <u>no further work is required.</u> |

Section A – Check for Previous Repair

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

| |
|---|
| i TIP |
| On the date of repair, print this screen and keep a copy with the repair order. |

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. ©2015 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

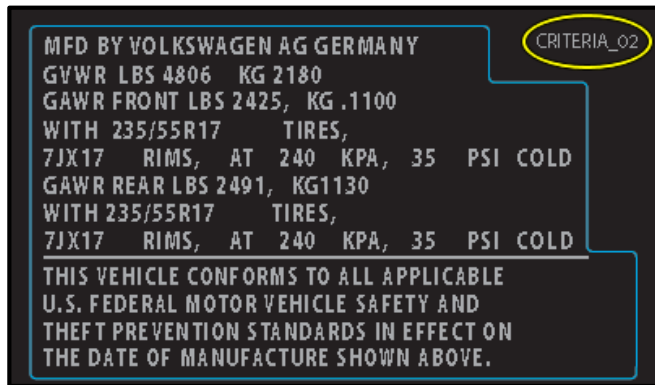
| Applicable Criteria ID (s) | Campaign/Action Status |
|----------------------------|------------------------|
| 01 | Open |

EXAMPLE

- 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 – Installation of the Vehicle Safety Certification Label Overlay



WARNING

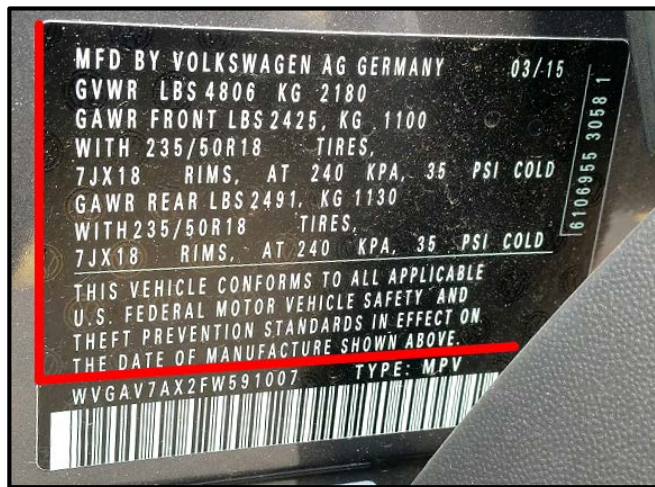
- Prior to affixing this label to the vehicle, verify that criteria on label matches criteria shown in Elsa for the vehicle.

NOTE

- Individual labels can be identified by criteria. The applicable criteria is printed on the upper right hand corner of each label <circle>.
- The label overlay **MUST NOT** cover the VIN or barcode at the bottom of the original label.



- Open both driver side doors.
- Locate the Vehicle Safety Certification Label on the driver side B pillar <as shown>.



- See tables on page 7 under required parts for part number listing by criteria
- Clean the Vehicle Safety Certification Label and surrounding area as necessary to remove any dirt or debris.
- Remove the paper backing from the label overlay, align the left and bottom edges of the label overlay where shown <lines>, and apply the label overlay to the vehicle.

NOTE
The label overlay **MUST NOT** cover the VIN or barcode at the bottom of the original label.

Proceed to Section C

Section C – 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.

ALL WORK IS COMPLETE