



VOLKSWAGEN DEALERSHIP COMMUNICATION – USA ONLY

Date: May 11, 2016

To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator

Subject: Safety Recall 53B8 – Hybrid Battery Tray Drain Installation
2011-2015 MY Volkswagen Touareg Hybrid

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Beginning on May 12, 2016, repair instructions will be available for Safety Recall 53B8. Please refer to the attached Campaign Data Sheet for additional information.

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.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Customer Protection

Attachment: Campaign Data Sheet (1)



CAMPAIGN DATA SHEET

CAMPAIGN TYPE		Safety Recall	
SAGA CODE		53B8	
MARKET(S)		United States	
AFFECTED VEHICLES		2011-2015 MY Volkswagen Touareg Hybrid	
TOPIC		Hybrid Battery Tray Drain Installation	
PROBLEM DESCRIPTION		The rear hatch area where the hybrid battery tray is located does not sufficiently drain. Because of this, any water entering this area remains below the hatch floor cover in the battery tray and is not easily visible to customers. If too much water collects in this area, it could cause an electrical short in the high voltage battery. An electrical short in the high voltage battery caused by significant water intrusion may lead to a vehicle fire.	
CORRECTIVE ACTION		Install a drain valve in the tray below the hybrid battery to allow water to drain from the rear hatch area.	
PRECAUTIONS		Affected vehicles can continue to be driven as usual, but if a hybrid drive system malfunction light illuminates on the instrument panel, customers should contact the nearest authorized Volkswagen dealer in order to have the vehicle inspected.	
CUSTOMER NOTIFICATION DATE		May 2016	
ELSA VISIBILITY DATE		On or about May 12, 2016	
OMD Web VISIBILITY DATE		On or about May 12, 2016	
VEHICLE COUNT	TOTAL AFFECTED	USA: 825	CANADA: 0
	DEALER INVENTORY	USA: 1	CANADA: 0
	CPO INVENTORY	USA: 1	CANADA: 0
APPROXIMATE REPAIR TIME		Up to 320 TU	
SPECIAL TOOLS NEEDED?		SEE WORK PROCEDURE	
PARTS REQUIRED		SEE WORK PROCEDURE	
EXPIRATION DATE		NONE	
ADDITIONAL INFORMATION		<p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><u>New Vehicles in Dealer Inventory:</u> 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.</p> <p><u>Pre-Owned Vehicles in Dealer Inventory:</u> Dealers are requested not to deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.</p>	

IMPORTANT! 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. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.