



Safety Recall

Code: 44M9

Subject	TPMS Coding & Safety Certification Label Information
Release Date	May 03, 2016
Affected Vehicles	U.S.A.: Certain 2016 Model Year Volkswagen Touareg with 21-inch Wheels/Tires <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	<p>In certain vehicles, the tire pressure monitoring system (TPMS) has been incorrectly programmed to a lower pressure than required. Because of this, the warning for tire pressure loss will be delayed, and could result in the driver not being aware that one or more tires are low.</p> <p>Additionally, the tire pressures printed on the Safety Certification label in certain vehicles are incorrect. This makes the label non-compliant with Federal Motor Vehicle Safety Standards.</p> <p>Driving with too low tire pressure may cause tire failure and a loss of vehicle control, increasing the risk of a crash.</p>
Corrective Action	TPMS settings will be updated to contain correct specification; additionally the safety certification label will be corrected in some vehicles.
Parts Information	A supply of overlays for the safety certification label will be sent to dealers prior to launch. Additional labels can be ordered through the Compliance Label Ordering Portal on vw.com .
Code Visibility	<p>On or about May 03, 2016, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vw.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles.</p> <p>On or about May 03, 2016, this campaign code will show open on affected vehicles in Elsa.</p> <p>On or about May 03, 2016, affected vehicles will be 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.</p>
Owner Notification	Owner notification will take place in May 2016. An owner letter example is included in this bulletin for your reference.
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <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</p>

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.

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.

Service Number	44M9
Damage Code	0099
Parts Vendor Code	WWO
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Causal Indicator	Mark labor as causal part
Vehicle Wash/Loaner	Do not claim wash/loaner under this action

Vehicles may have more than one criteria. Complete and claim all applicable criteria on one claim.

Criteria I.D.	01 and 02								
	<p>Update TPMS. Labor operation: 4434 25 99 30 T.U.</p> <p>-AND-</p> <p>Install Safety Certification Label Overlay Labor operation: 0105 23 99 10 T.U.</p> <p>OUTSIDE MATERIAL</p> <table border="1" style="width: 100%;"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>7D000US44M902</td> <td>Safety Certification Label Overlay</td> <td style="text-align: right;">\$15.00</td> </tr> </tbody> </table> <p style="color: red;">Note: Use capital letters when entering part number on claim.</p>	Quantity	Part Number	Description	Amount	1	7D000US44M902	Safety Certification Label Overlay	\$15.00
Quantity	Part Number	Description	Amount						
1	7D000US44M902	Safety Certification Label Overlay	\$15.00						

-OR-

Criteria I.D.	01
	<p>Update TPMS. Labor operation: 4434 25 99 30 T.U.</p>

Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

NHTSA: 16V243

**Subject: Safety Recall 44M9 - TPMS Coding & Safety Certification Label
Certain 2016 Model Year Volkswagen Touareg with 21-inch Wheels/Tires**

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 2016 model year Volkswagen Touareg vehicles with 21-inch wheels/tires. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? In certain vehicles, the tire pressure monitoring system (TPMS) has been incorrectly programmed to a lower pressure than required. Because of this, the warning for tire pressure loss will be delayed, and could result in the driver not being aware that one or more tires are low.

Additionally, the tire pressures printed on the Safety Certification label in certain vehicles are incorrect. This makes the label non-compliant with Federal Motor Vehicle Safety Standards.

Driving with too low tire pressure may cause tire failure and a loss of vehicle control, increasing the risk of a crash.

What will we do? To help correct this defect, your authorized Volkswagen dealer will update the TPMS settings to contain correct specifications; additionally the safety certification label will be corrected in some vehicles. This work will take about 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. For your convenience, you can also visit www.vw.com and click on the "Owners" link to locate a dealer near you and schedule this service online.

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, please refer to the enclosed form that explains how to request reimbursement.

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, or if you should have any questions about this communication, please don't hesitate to contact Customer CARE, Monday through Friday from 8AM to 10PM EST and Saturday from 9AM to 5PM EST by phone at 800-893-5298. You are also welcome to e-mail or chat through the "Contact Us" page <http://www.vw.com/contact/>.

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.

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

ATTENTION!
Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.

Required Parts

Overlay only applies to vehicles that also have criteria 02

Criteria	Quantity	Part Number	Description
02	1	7D000US44M9_02	Vehicle Safety Certification Overlay

- When placing label order ensure that the part number with suffix "RVU" is requested.
- Additional labels can be ordered through the Compliance Label Ordering Portal on vwhub.com.

Required Tools



- VAS6150C – Diagnostic Tester (or equivalent)



- VAS5054A – Remote Diagnosis Head (or equivalent)



- GRX3000VAS – Battery Tester/Charger (or equivalent)

Work Procedure

i 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

i 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 – Update TPMS

NOTE

Prior to launching VAS Diagnostic Device application and starting control module update process, confirm tester screen saver and power settings are off.

Failure to do so may result in the tester entering power save mode during data transfer, and subsequent control module failure.

All Volkswagen scan tool devices must only be used with their power adapters plugged in. Under no circumstances should they be used on battery power alone during the programming procedure.

Critical Warning: The Midtronics Battery Charger **must** be connected to the vehicle battery for the duration of the programming, to ensure the battery state of charge remains above 12.5 volts during the update process. If the battery drops below 12.5 volts, the programming could fail which may result in damage to the control module.

Control modules damaged by insufficient voltage will not be covered.

The technician should verify the vehicle voltage prior to starting the update process, and should monitor the voltage for the duration of the update.



NOTE

If the Bluetooth wireless VAS 5054A transmitter head is used in conjunction with a VAS tester, the transmitter head **MUST BE** connected with a USB cable to the tester.

The Bluetooth function of the scan tool **MUST BE PHYSICALLY SWITCHED OFF** prior to performing this update. <See pictures>

Performing the software update using a Bluetooth connection greatly increases the required time to perform the update. It also increases the risk of losing connection to the vehicle and damaging the control module being updated.

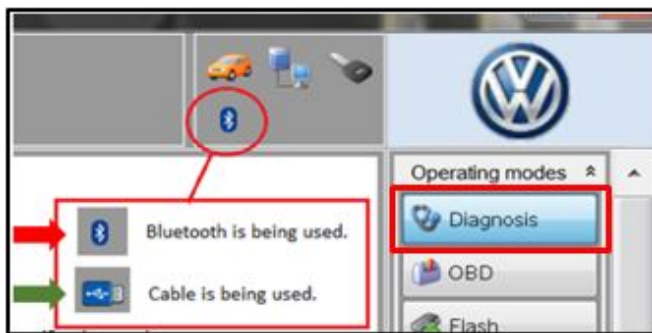
Requests for additional time or parts when the GFF log shows the update was performed using Bluetooth will be denied.

TIP

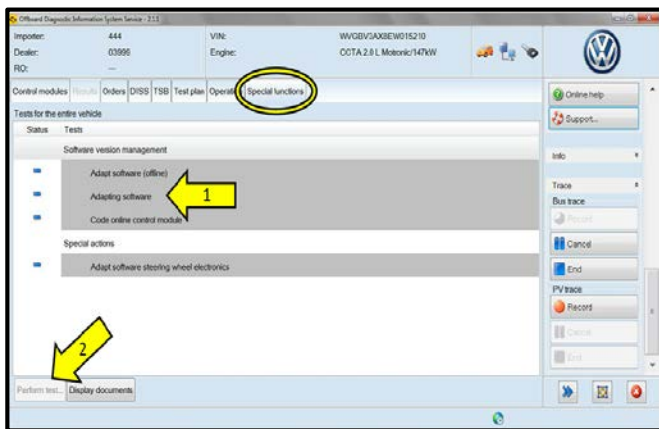
If necessary, refer to instructions in TB, 2014603: *00 Software Version Management (SVM), operating instructions.*

TIP

Ensure the vehicles condition matches the conditions stated in this campaign circular and that the 21 inch factory wheels are installed.



- Attach an appropriate battery charger to the vehicle battery.
- Connect an appropriate VAS tester to the vehicle.
- Start the ODIS program.
- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.
 - If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.
- Upon ODIS startup, verify the “Diagnosis” operating mode is selected <as shown>.

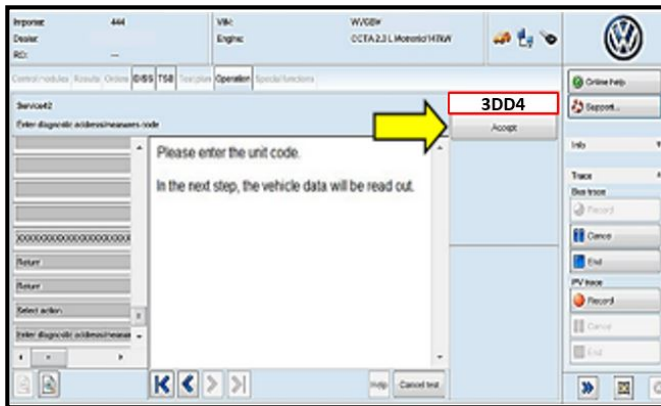


- Using ODIS, perform a Guided Fault Finding scan of the vehicle.
- Once the GFF scan is complete, select “Special functions” <circle>, then “Adapting software” <arrow 1>, then select “Perform test” <arrow 2>.

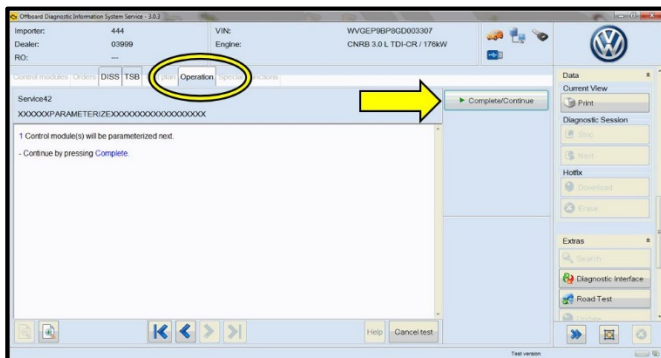


- Select the appropriate option to update “through measures code” <arrow>.

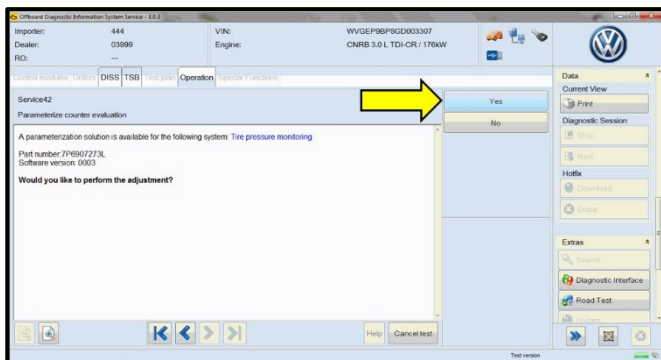
NOTE
 Read this screen carefully. The option to update software through measures code is **NOT** always selection #1 on this screen.



- Enter “3DD4” <as shown>.
- Select “Accept” <arrow>.



- Select “Operation” <circle>, then “Complete/Continue” <arrow>.

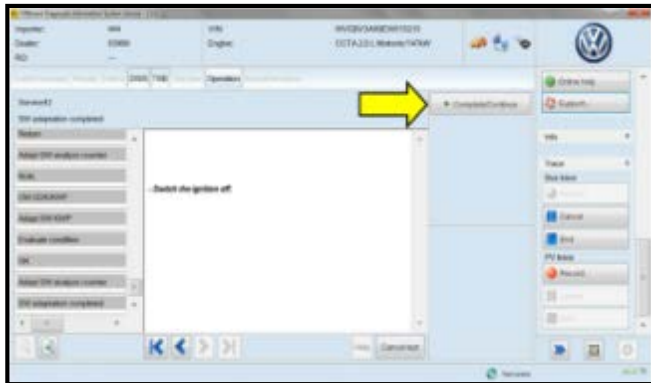


- Verify the part number and software versions are as follows:
 - Part number of 7P6907273L
 - Software version: 0003
- Select “Yes” to continue <arrow>.

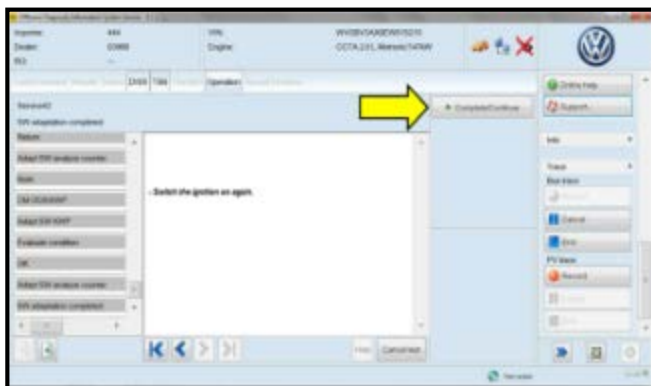
TIP
 During the update the electronic parking brake will automatically be applied.



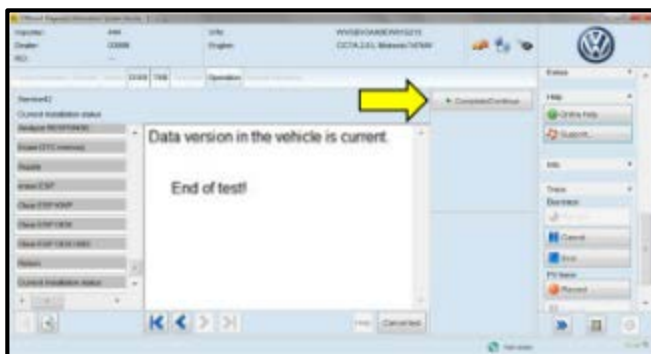
- When the SVM update is complete a confirmation message is displayed <as shown>.
- Select “Complete/Continue” <arrow>.



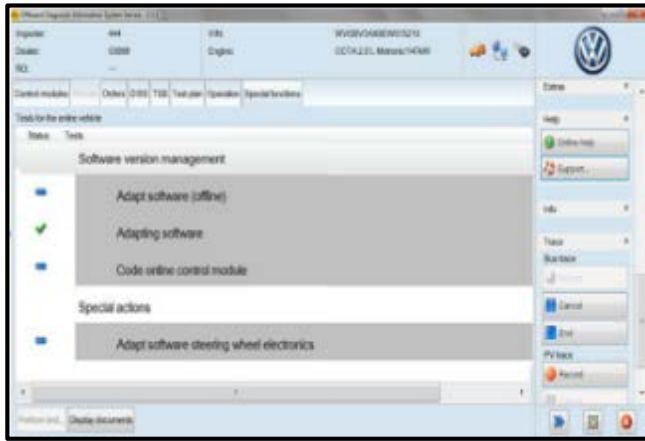
- Switch the ignition off, then select “Complete/Continue” <arrow>.



- Switch the ignition on, then select “Complete/Continue” <arrow>.



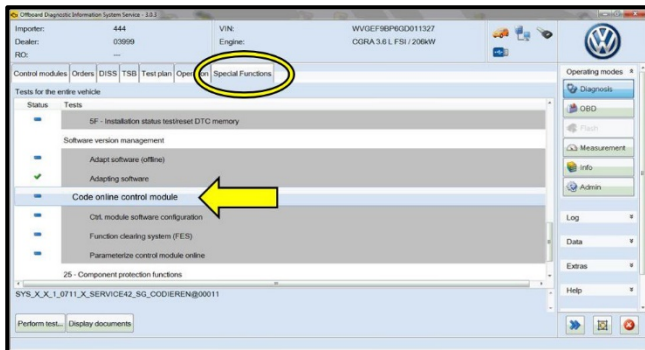
- Select “Complete/Continue” <arrow>.



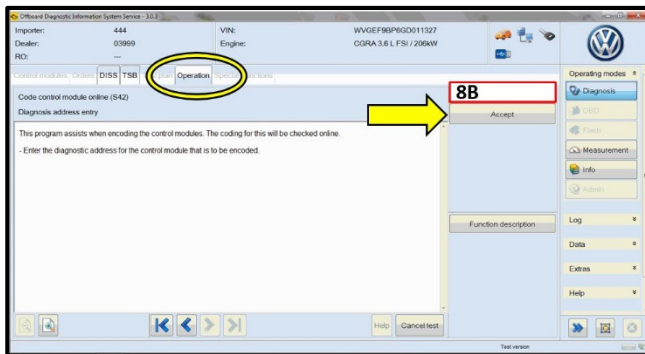
- The green check mark indicates the test plan was successfully carried out.

NOTE

After performing the parameterization, it is necessary to recode the module 8B (Adaptive Cruise Control 2). Failure to do so will result in active fault codes.



- Select "Special Functions" <circle>, then "Code Online Control Module" <arrow>.



- Select "Operation" <circle>.
- Enter "8B" <as shown>.
- Select "Accept" <arrow>.
- Once the Online Coding has been completed, make sure to clear all DTCs from Adaptive Cruise Control modules 8B and 13.

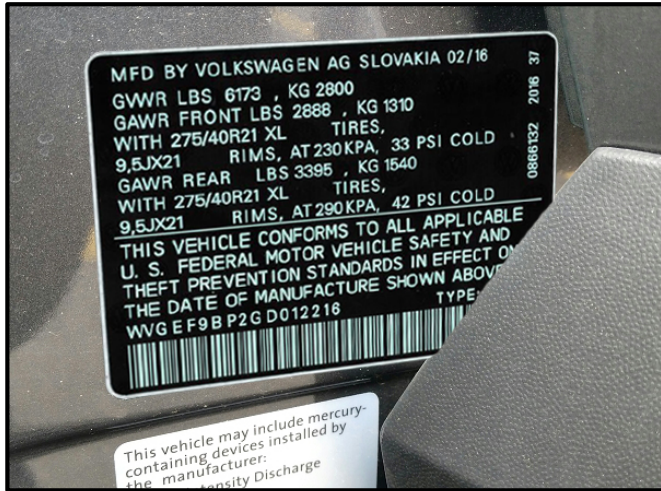
- Release the parking brake.
- Disconnect the VAS tester.
- Switch off and disconnect the battery charger.
- Reinstall the battery cover.
- Verify that the tires are set to the correct tire pressure and that it is properly displayed in the MFI display.

For vehicles that also have criteria 02, proceed to Section C, otherwise proceed to Section D

Section C – Vehicles that also have criteria 02 – Install Vehicle Safety Certification Label Overlay

NOTE

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



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



- Clean the Vehicle Safety Certification Label and surrounding area as necessary to remove any dirt or debris.

TIP

- The surface of the existing label must be clean, dry, and free from oil residue prior to applying the overlay label.
 - Handle the overlay label carefully. Do not touch the adhesive backing.
-
- Remove the paper backing from the label overlay (7D000US44M9_02), align the left and bottom edges of the label overlay where shown <lines>, and apply the label overlay to the vehicle.

Proceed to Section D

Section D – Campaign Completion Label

Install Campaign Completion Label

- 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