



Safety Recall

Code: 01B5

Subject	Safety Certification Label
Release Date	May 25, 2016
Affected Vehicles	U.S.A.: 2016 Model Year Golf R <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 rear axle weight limit shown on the safety certification label is incorrectly specified as 1234 lbs . The correct value should read 2227 lbs . Incorrect/implausible weight information could lead to overloading of the vehicle, as the customer may ignore the low value and is not able to determine the correct maximum load. Overloading a vehicle could lead to vehicle instability and may contribute to loss of vehicle control and result in a crash.
Corrective Action	Install correct safety certification label.
Parts Information	Because there are only eleven (11) vehicles affected by this recall: <ul style="list-style-type: none">• Parts were allocated to address affected dealer inventory vehicles.• Customer CARE will be contacting affected customers to schedule this repair. Your dealership will be notified and a label provided if a customer comes to your dealership for this work. When scheduling customers for this repair, ensure that your dealership has a label on hand so that the customer's vehicle can be addressed at the time of their appointment.
Code Visibility	On or about May 25, 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. On or about May 25, 2016, this campaign code will show open on affected vehicles in Elsa. On or about May 25, 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 .
Owner Notification	Customer CARE will be contacting affected customers to schedule this repair. If needed, owner notification will take place in May 2016. An owner letter example is included in this bulletin for your reference.
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 <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.

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.

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: <INSERT NUMBER>

**Subject: Safety Recall 01B5 –Safety Certification Label
2016 MY Volkswagen Golf R**

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 Golf R vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The rear axle weight limit shown on the safety certification label is incorrectly specified as **1234 lbs**. The correct value should read **2227 lbs**. Incorrect/improbable weight information could lead to overloading of the vehicle, as the customer may ignore the low value and is not able to determine the correct maximum load. Overloading a vehicle could lead to vehicle instability and may contribute to loss of vehicle control and result in a crash.

What will we do? To help correct this issue, your authorized Volkswagen dealer will install a corrected label. This work will take less than 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. 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.

Precautions you should take Affected vehicles can continue to be driven as usual, but until this recall repair has been performed, do not rely on the rear axle weight limit shown on the safety certification label; ***if the weight printed on the label reads 1234 lbs, it is incorrect.***

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, 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

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. ©2016 Volkswagen Group of America, Inc. All Rights Reserved.

Required Parts


<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	N/A (VIN Specific)	Vehicle Safety Certification Label

Work Procedure

 TIP
If Campaign Completion label is present, no further work is required.

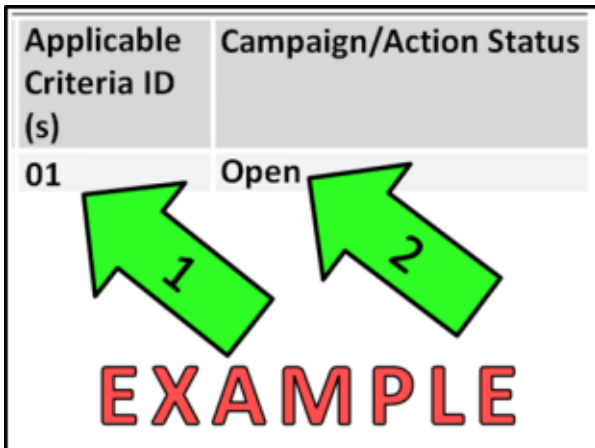
Section A – Check for Previous Repair

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

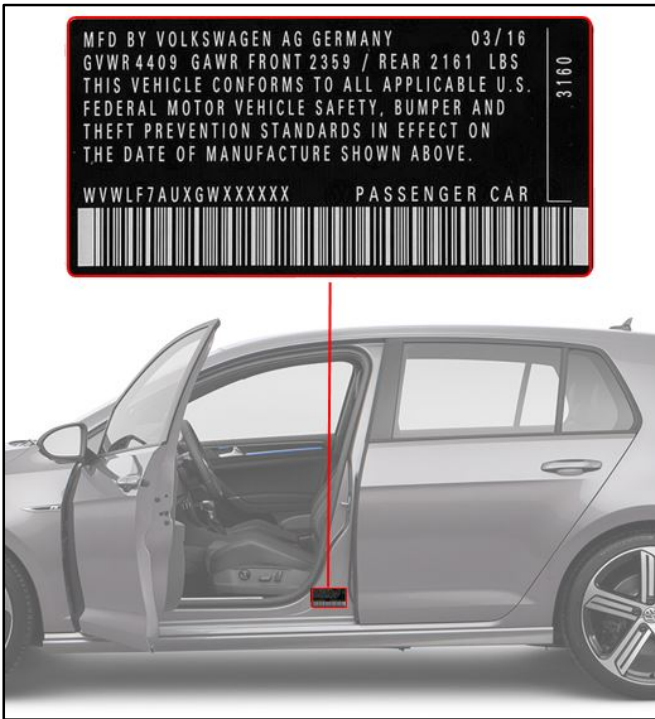
 TIP
On the date of repair, print this screen and keep a copy with the repair order.

- 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 – Vehicle Safety Certification Label Installation



- Open the front driver side door.
- Locate the Vehicle Safety Certification Label on the lower driver side B pillar <as shown>.
- Clean the Vehicle Safety Certification Label and surrounding area as necessary to remove any dirt or debris.
- Remove the backing paper from the label to be installed and apply the label directly over the existing label.

Proceed to Section C

Section C - 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
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Ensure Campaign Completion label does not cover any existing label(s).
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- Close the hood.

ALL WORK IS COMPLETE