



Safety Recall

Code: 58C9

Subject	Rear Door Child Safety Locks
Release Date	July 28, 2016
Affected Vehicles	U.S.A. & CANADA: Certain 2016 MY CC, Golf R, Tiguan & e-Golf <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	A rear door child safety lock keeps a rear door from being opened from the inside of the vehicle, so that children cannot open it accidentally. When the child safety lock is properly engaged, a rear door can only be opened from the outside. In affected vehicles it is possible in rare cases that a child lock on a rear door may disengage as a result of external vehicle vibration (as when closing a vehicle door). A disengaged child lock on a rear door could allow a child to unintentionally open a rear door. If this happens when the vehicle is moving, it could result in serious injury if a child were to fall from the vehicle.
Corrective Action	Inspect only at this time. Circular to be revised once parts become available.
Parts Information	Parts not yet available.
Code Visibility	On or about July 28, 2016, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vwclub.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles. On or about July 28, 2016, this campaign code will show open on affected vehicles in Elsa. On or about July 28, 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	Owner notification will take place in August 2016.
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. <u>Pre-Owned Vehicles in Dealer Inventory:</u> 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 <u>before delivery to consumers</u> . 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.vwclub.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	58C9
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
Criteria I.D.	02
	Inspect function of rear door child safety locks, rear door child safety locks function properly, no further work required Labor operation: 0183 00 99 20 T.U. IMPORTANT: If vehicle requires part replacement, DO NOT enter a claim until parts are replaced.
Criteria I.D.	03
	Inspect function of rear door child safety locks, rear door child safety locks function properly, no further work required Labor operation: 0183 00 99 20 T.U. IMPORTANT: If vehicle requires part replacement, DO NOT enter a claim until parts are replaced.

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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.

Repair Instruction

Section A - Check for Previous Repair

TIP

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

Applicable criteria ID(s)	Campaign/Action Status
01	Open

EXAMPLE

- 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

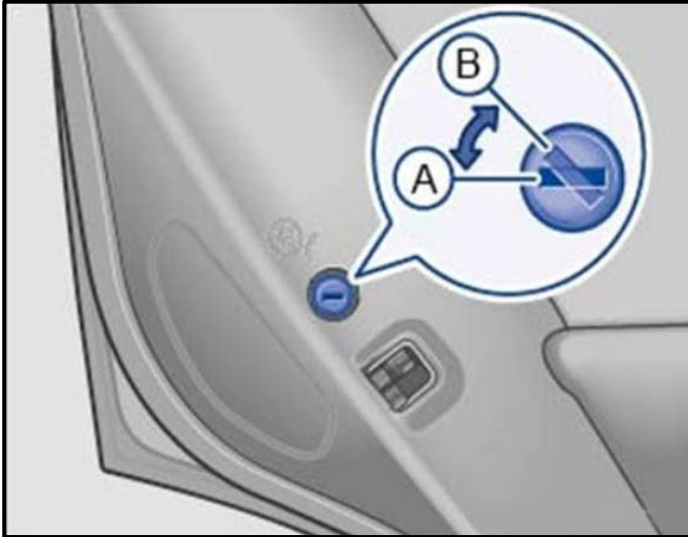
- Confirm the Campaign/Action status <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

Proceed to Section B

Section B - Inspection Procedure (Criteria 02 and 03)

NOTE

The following child safety lock inspection must be performed on both rear doors.



TIP

If during the inspection you cannot clearly assess the functioning of the child safety lock, perform the inspection on a vehicle not affected by this campaign and compare the results.

- Insert the vehicle key into the child safety lock and cycle the lock from position “A” to position “B” and then back to position “A” <as shown>.
- Each cycle must be audibly heard and/or physically felt as the child safety lock is engaged into position “A” or “B”.
- Repeat this process 10 times.
 - If the child safety lock **can** be audibly heard and/or physically felt engaging into position (“A” or “B”), it is functioning properly.
 - If the child safety lock **cannot** be audibly heard and/or physically felt engaging into position (“A” or “B”), the lock **is not** functioning properly.
- Perform the inspection on the second rear door.
- If both sides function properly, **proceed to Section C**
- If one or both sides do not function properly, the lock(s) must be replaced and **no repair is available at this time**. Do not install campaign completion label.

Section C – Campaign Completion Label

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