



Frequently Asked Questions (FAQ)

SUMMARY

Campaign Code: 53B8

Affected Vehicles: 2011-2015 MY Volkswagen Touareg Hybrid

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. See the owner's manual for additional information about the vehicle's hybrid system.

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.

What does the driver experience with this issue?

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.

Are there any precautions that customers should take prior to having this campaign performed?

As with any safety recall, it's important to have an affected vehicle repaired by an authorized Volkswagen dealer without delay. 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. See the owner's manual for additional information about the vehicle's hybrid system.

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. 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.



Is a loaner vehicle or towing assistance being covered under this action?

In the event a request is made, please follow existing alternate transportation/towing assistance guidelines to assist the customer. Charges for either service cannot be billed against this campaign but must be handled separate from the campaign. Dealers in the U.S. placing customers into loaner vehicles should refer to the Mobility Program Loaner Vehicle Claim Instructions VWS-14-01.

What should dealers do if they have any affected vehicles in inventory?

Dealers can use their most current OMD Web report to identify any affected vehicles that may be in their inventory. In the interest of customer safety and satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this repair has been performed.

Who should dealers contact if they have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Volkswagen Public Relations.

How should customers seeking reimbursement for out-of-pocket expenses be addressed?

Customers seeking reimbursement under this action should refer to the reimbursement instructions that were included with their notification letter for information on what is required in order to request reimbursement. Reimbursement will come directly from Volkswagen, and is not something that a dealership would address. Customers can also contact Volkswagen Customer CARE/Relations directly with any questions they may have regarding reimbursement.

What is the parts allocation plan for this action?

There will be a parts allocation to address inventory vehicles only. To help avoid delays or inconveniencing customers, dealers should ensure that parts are on hand to address scheduled customer appointments. If allocated parts have been used, please send a request with the VIN to vwoaspecialservices@vw.com for part release

FOR USA ONLY:

[vw.com VIN Lookup Tool Visibility](#) / [NHTSA safecar.gov VIN Lookup Tool Visibility](#)

On or about **May 12, 2016**, the campaign code will appear for affected vehicles in both the [vw.com](#) and the NHTSA [safecar.gov](#) VIN lookup tools. Customers can check a vehicle's eligibility for repair under this or any other recall/service campaign by clicking on the **Look Up Recalls** link at www.vw.com and entering the Vehicle Identification Number (VIN).

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