



# Safety Recall

## Code: 01B9

|                               |   |
|-------------------------------|---|
| <b>Subject</b>                | <b>Tire Information Label</b>   |
| <b>Release Date</b>           | March 29, 2017  |
| <b>Affected Vehicles</b>      | <b>U.S.A. &amp; CANADA: Certain 2017 MY Volkswagen Beetle &amp; Jetta GLI</b><br><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 &amp; verification source.</i> <ul style="list-style-type: none"><li>✓ Campaign status must show "open."</li><li>✓ 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.</li></ul>   |
| <b>Problem Description</b>    | The maximum vehicle load rating printed on the tire information label is incorrect (too high). If someone were to rely on the label information to load the vehicle, the vehicle may be overloaded. Overloading may damage the vehicle and may make it less stable, difficult to steer and could impact the stopping distance, increasing the risk of a crash.  |
| <b>Corrective Action</b>      | Install a corrected tire information label.   |
| <b>Parts Information</b>      | A supply of labels was sent to dealers with affected inventory prior to launch. Additional labels can be ordered through the Compliance Label Ordering Portal. Please have the VIN(s) you are ordering for available when you place your order.   |
| <b>Code Visibility</b>        | On or about March 29, 2017, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.vw.com">www.vw.com</a> & OMD Web). A list will not be posted for dealers who do not have any affected vehicles.<br>On or about March 29, 2017, this campaign code will show open on affected vehicles in Elsa.<br>On or about March 29, 2017, affected vehicles will be identified with this campaign code in the VIN Lookup tool at <a href="http://www.vw.com">www.vw.com</a> and on the NHTSA VIN lookup tool at <a href="http://www.safercar.gov">www.safercar.gov</a> .  |
| <b>Owner Notification</b>     | Owner notification will take place in March 2017. Owner letter examples are included in this bulletin for your reference.   |
| <b>Additional Information</b> | <b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b><br><b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b><br><b><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.</b><br><b><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.</b><br>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u> .<br>Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete.<br><i>Labels can be ordered at no cost via the Compliance Label Ordering portal at <a href="http://www.vw.com">www.vw.com</a>.</i> |

### 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.

|                            |  |
|----------------------------|--|
| <b>Service Number</b>      | 01B9   |
| <b>Damage Code</b>         | 0099   |
| <b>Parts Vendor Code</b>   | WWO  |
| <b>Claim Type</b>          | Sold vehicle: 7 10<br>Unsold vehicle: 7 90   |
| <b>Causal Indicator</b>    | Mark labor as causal   |
| <b>Vehicle Wash/Loaner</b> | Do not claim wash/loaner under this action   |
| <b>Criteria I.D.</b>       | 18   |
|                            | Install Tire Information Label<br>Labor operation: 0109 23 99 10 T.U.<br><b>Labels are provided free of charge, do not enter on claim.</b> |
| <b>Criteria I.D.</b>       | 20   |
|                            | Install Tire Information Label<br>Labor operation: 0109 23 99 10 T.U.<br><b>Labels are provided free of charge, do not enter on claim.</b> |

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**NHTSA:** 17V137

**Subject: Safety Recall 01B9 – Tire Information Label  
Certain 2017 Model Year Volkswagen Beetle and Jetta GLI Vehicles**

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 2017 model year Volkswagen Beetle and Jetta GLI vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** The maximum vehicle load rating printed on the tire information label is incorrect (too high). If someone were to rely on the label information to load the vehicle, the vehicle may be overloaded. Overloading may damage the vehicle and may make it less stable, difficult to steer and could impact the stopping distance, increasing the risk of a crash.
- What will we do?** To correct this defect, your authorized Volkswagen dealer will install a corrected tire information label. This work will take just a few minutes 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. For your convenience, you can also visit [www.vw.com](http://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.
- 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 reach out to us using your preferred method of communication at [www.vw.com/contact](http://www.vw.com/contact) or by calling 1 800-893-5298. Our phone team is available Monday through Friday from 8AM to 10PM EST and Saturday from 9AM to 5PM EST.
- 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](http://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.

Sincerely,

Volkswagen Customer Protection

## Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**Subject: Safety Recall 01B9 – Tire Information Label  
Certain 2017 Model Year Volkswagen Jetta GLI Vehicles**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2017 model year Volkswagen Jetta GLI vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** The maximum vehicle load rating printed on the tire information label is incorrect (too high). If someone were to rely on the label information to load the vehicle, the vehicle may be overloaded. Overloading may damage the vehicle and may make it less stable, difficult to steer and could impact the stopping distance, increasing the risk of a crash.
- What will we do?** To correct this defect, your authorized Volkswagen dealer will install a corrected tire information label. This work will take just a few minutes 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.
- 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, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at [www.vw.ca](http://www.vw.ca).

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.

Sincerely,

Volkswagen Customer Protection

**NOTE**

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**

| <u>Criteria</u> | <u>Quantity</u> | <u>Part Number</u> | <u>Part Description</u>            |
|-----------------|-----------------|--------------------|------------------------------------|
| 18              | 1               | 5C0010000RK        | Jetta GLI - Tire Information Label |
| 20              |                 | 5C0010000RD        | Beetle - Tire Information Label    |

- 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 vwuhub.com.
- Labels are sent free of charge.

**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 ← <b>2</b>             | Open ← <b>1</b>        |

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 is open <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 – Repair Procedure

### NOTE

Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.



- Open the driver front door.
- Locate the “Tire and Loading Information” label on the B-pillar.
- Clean the surface of the existing label.
- Peel the replacement label off the backing paper.
- Affix the replacement label <arrow> over the existing label.

| Criteria | Part Number | Part Description                   |
|----------|-------------|------------------------------------|
| 18       | 5C0010000RK | Jetta GLI - Tire Information Label |
| 20       | 5C0010000RD | Beetle - Tire Information Label    |

### CAUTION

Ensure the correct label is affixed to the correct vehicle.

- Ensure minimal air bubbles are created when installing the new label.

### NOTE

- The surface of the existing label must be clean, dry, and free from oil residue prior to applying the replacement label.
- The replacement label **MUST** cover the existing label completely.
- Handle the replacement label carefully. Do not touch the adhesive backing.

**Proceed to Section C**

## Section C – 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).

**ALL WORK IS COMPLETE**