



# Compliance Recall

## Code: 94J9

<b>Subject</b>	<b>Back-up Light Noncompliance</b>
<b>Release Date</b>	December 15, 2017
<b>Affected Vehicles</b>	<b>U.S.A. &amp; CANADA: 2018 MY Volkswagen Tiguan (Long Wheelbase)</b> <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 back-up lights may not be bright enough to meet federal regulatory requirements. Lights that are not in compliance with regulatory requirements may increase the risk of a crash.  (USA) FMVSS 108 / (Canada) CMVSS 108 - Lamps, reflective devices, and associated equipment
<b>Corrective Action</b>	Replace back-up lights (inner tail light assembly).
<b>Parts Information</b>	Parts will be allocated prior to owner notification. If allocated parts have been used and your dealership is at the weekly Upper Order Limit, please submit the backordered sales document number to <a href="mailto:upperorderlimits@vw.com">upperorderlimits@vw.com</a> to have additional parts released.
<b>Code Visibility</b>	On or about December 15, 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.  On or about December 15, 2017, this campaign code will show open on affected vehicles in Elsa.  On or about December 15, 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 December 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>  <b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b>  <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>  <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>  Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before</u> 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 <a href="http://www.vw.com">www.vw.com</a> .

### 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>	94J9
<b>Damage Code</b>	0099
<b>Parts Vendor Code</b>	WWO
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90
<b>Causal Indicator</b>	Mark left or right liftgate tail light assembly as causal part*
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action

**Vehicles will have both criteria. Complete and claim both criteria on one claim.**

<b>Criteria I.D.</b>	01						
	Replace left liftgate tail light assembly Labor operation: 9431 19 99 15 T.U. <table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>1.00</td><td>5NN945093</td><td>Left Liftgate Tail Light Assembly*</td></tr></tbody></table>	Quantity	Part Number	Description	1.00	5NN945093	Left Liftgate Tail Light Assembly*
Quantity	Part Number	Description					
1.00	5NN945093	Left Liftgate Tail Light Assembly*					
<b>Criteria I.D.</b>	02						
	Replace right liftgate tail light assembly Labor operation: 9431 20 99 15 T.U. <table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>1.00</td><td>5NN945094</td><td>Right Liftgate Tail Light Assembly*</td></tr></tbody></table>	Quantity	Part Number	Description	1.00	5NN945094	Right Liftgate Tail Light Assembly*
Quantity	Part Number	Description					
1.00	5NN945094	Right Liftgate Tail Light Assembly*					

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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

**NHTSA:** <17V662>

**Subject: Compliance Recall 94J9 - Back-up Light Noncompliance  
Certain 2018 Model Year Volkswagen Tiguan (Long Wheelbase)**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that certain 2018 model year Volkswagen Tiguan (long wheelbase) vehicles fail to conform to Federal Motor Vehicle Safety Standard 108 - Lamps, Reflective devices, and Associated Equipment. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?**

The back-up lights may not be bright enough to meet Federal regulatory requirements. Lights that are not in compliance with regulatory requirements may increase the risk of a crash.

**What will we do?**

To correct this noncompliance, your authorized Volkswagen dealer will replace the back-up lights. This work will take about 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. 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: Compliance Recall 94J9 - Back-up Light Noncompliance  
Certain 2018 Model Year Volkswagen Tiguan (Long Wheelbase)**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Volkswagen has decided that certain 2018 model year Volkswagen Tiguan (long wheelbase) vehicles fail to conform to Canadian Motor Vehicle Safety Standard 108 - Lamps, Reflective devices, and Associated Equipment. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?**

The back-up lights may not be bright enough to meet Canadian regulatory requirements. Lights that are not in compliance with regulatory requirements may increase the risk of a crash.

**What will we do?**

To correct this noncompliance, your authorized Volkswagen dealer will replace the back-up lights. This work will take about 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.

**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

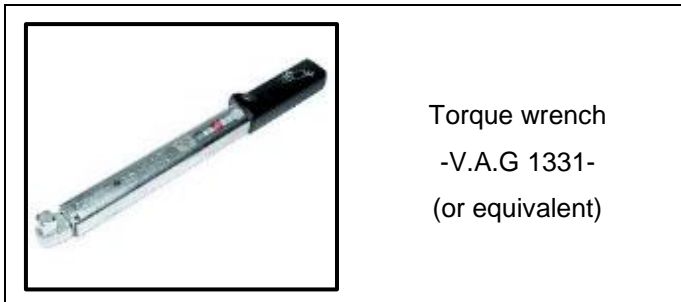
**NOTE**

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>
01 and 02	1	5NN945093	Left Liftgate Tail Light Assembly
		5NN945094	Right Liftgate Tail Light Assembly

**Required Tools**

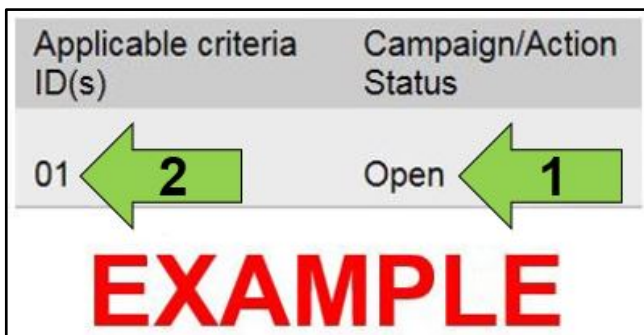


**Repair Instruction**

**Section A - Check for Previous Repair**

**TIP**

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



- 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.

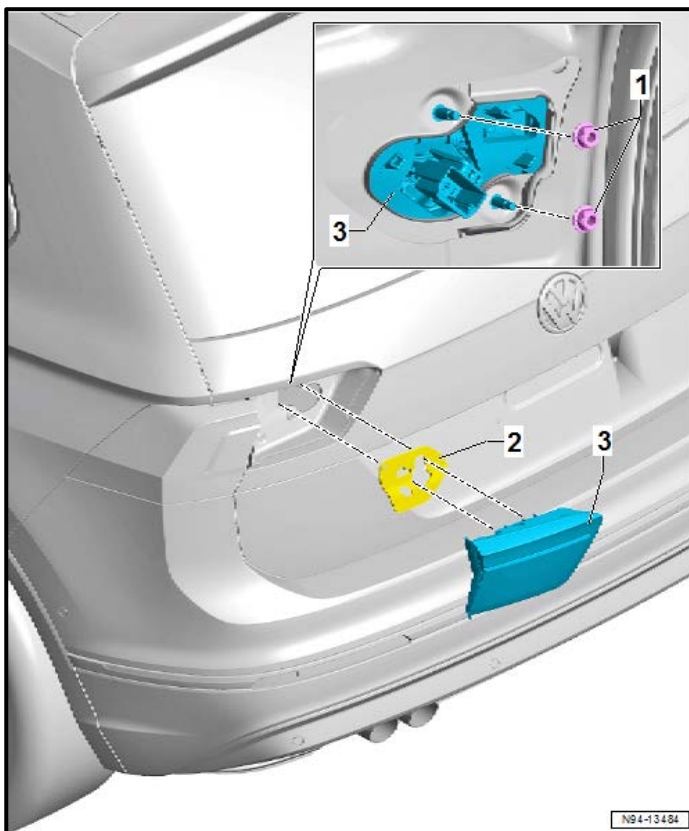
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

**Proceed to Section B**

## Section B – Repair Procedure

### NOTE

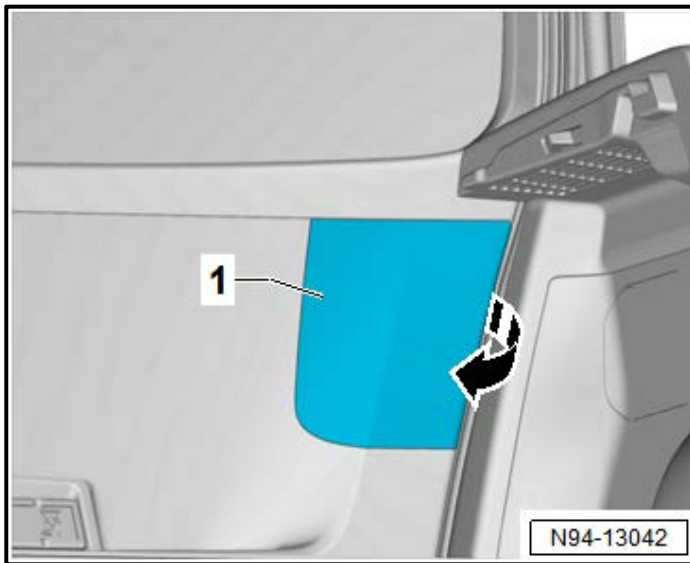
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.



### NOTE

The removal and installation is described for the left side. Removing and installing on the right side is identical.

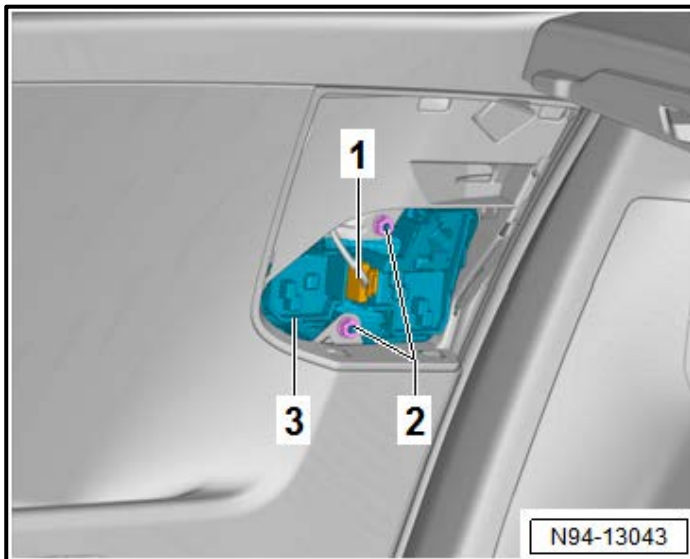
- Turn off all exterior lights and place the turn light switch into the neutral position.
- Turn off the ignition switch.
- Open the rear liftgate.



**⚠ CAUTION**

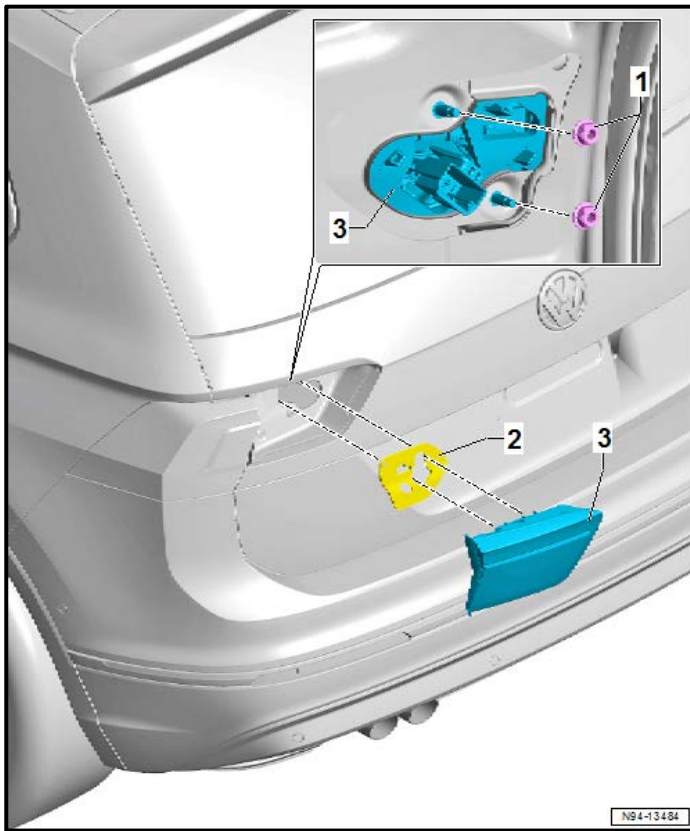
**Risk of damaging the component surfaces.**  
 When positioning a prying tool, put commercially available adhesive tape, for example, over the component in the visible area.

- If necessary, position a trim removal wedge at the side opening.
- Pry up the cover <1> in the direction of <arrow>.



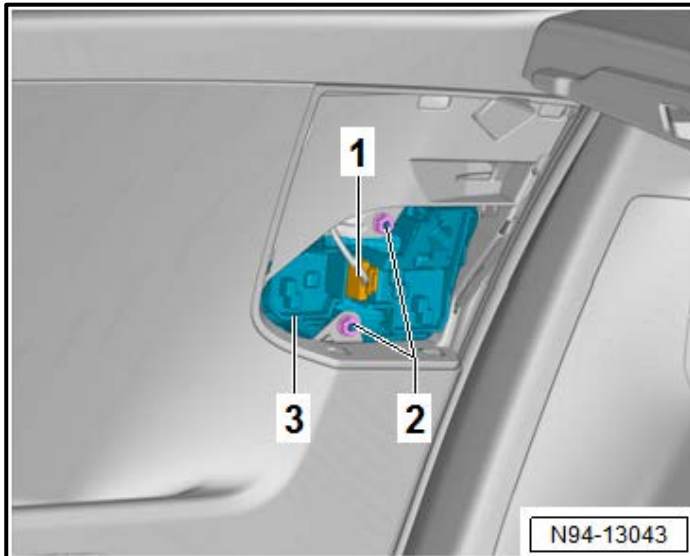
- Release and disconnect the electrical connector <1>.
- Remove the two nuts <2>.
- Pivot the tail light <3> outward out of the rear lid opening.
- Repeat the procedures above to remove the right side liftgate tail light.





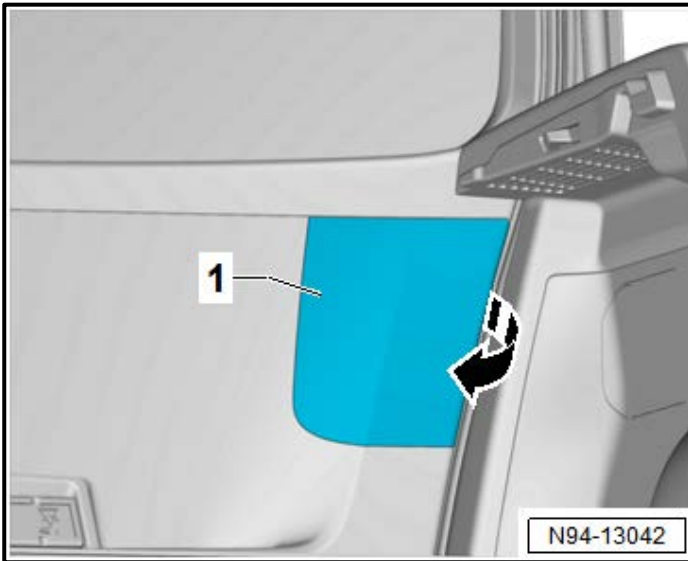
- Install the new tail lights <3> into the liftgate.
- Verify that the gasket <2> is installed and positioned correctly before installing the tail light assembly.
- Install the two nuts <1> onto the tail light assemblies for the left and right tail lights.
- Starting with the upper nut, torque the nuts to 3 Nm.

Crit.	Part Number	Part Description
01	5NN 945 093	Left Liftgate Tail Light Assembly
02	5NN 945 094	Right Liftgate Tail Light Assembly



- Reinstall the electrical connector <1> and engage the locking tab.





- Reinstall the left and right tail light access covers <1> onto the liftgate trim panel.
- Close the liftgate.
- Perform a systems check to verify all tail light functionality including running lamp, back-up lamp, etc.

**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).

**Proceed to Section D**

## Section D - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.