



Safety Recall

Code: 42i7

REVISION

Subject	Rear Shock Absorbers
Release Date	May 24, 2018
Revision Summary	Clarified inspection day range.
Affected Vehicles	U.S.A. & CANADA: 2018 MY Volkswagen Tiguan <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	In affected vehicles, a lower loop of a rear shock absorber may separate from its base due to an incorrect supplier welding process. If a failure occurs, the lower loop of a rear shock absorber may detach from the base cup and destabilize the vehicle, potentially resulting in a crash without warning.
Corrective Action	Inspect both rear shock absorbers: <ul style="list-style-type: none">✓ If no replacement necessary, enter recall claim and release vehicle.X If one or both shocks require replacement, <u>GROUND VEHICLE:</u><ul style="list-style-type: none">○ <u>Customer vehicles:</u> Provide customer with loaner vehicle until parts are available to complete the recall repair. Parts anticipated early June 2018.○ <u>Inventory/stock units:</u> Quarantine vehicle until parts are available to complete the recall repair. Parts anticipated early June 2018.
Precautions	Owners who hear a banging noise coming from the rear of the vehicle are advised to stop driving as soon as it is safe to do so and contact a Volkswagen dealer to make arrangements to have the vehicle towed to the dealer for inspection without delay.
Parts Information	Parts availability anticipated early June, 2018.
Code Visibility	On or about May 21, 2018, affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vw.com & OMD Web). A list was not posted for dealers who did not have any affected vehicles. On or about May 21, 2018, this campaign code showed open on affected vehicles in Elsa. On or about May 21, 2018, affected vehicles were 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 is anticipated to take place on or about May 31, 2018.
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.vwvhub.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: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

Service Number	42i7
Damage Code	0099
Parts Vendor Code	WWO
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Causal Indicator	Mark labor as causal
Vehicle Wash/Loaner	Do not claim wash/loaner under this action

Vehicles have more than one criteria. Complete and claim all applicable criteria on one claim.

Criteria I.D.	AM and US -OR- AN and US -OR- AQ and US -OR- AR and US
REQUIRED CLAIM COMMENT	Record the production date of both rear shocks in the comments field of the claim.
	Check both rear shocks. Updated part present on <u>both</u> sides, no further work required. Labor operation: 0183 00 99 20 T.U. -OR- Check both rear shocks. One or both shocks require replacement. Ground vehicle, provide loaner vehicle and <u>DO NOT</u> file a claim. Additional repair instructions to follow in a revised 42i7 circular in early June 2018.

Repair Instruction

Section A - Check for Previous Repair

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

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

- Enter the VIN in Elsa and proceed to the "Campaign/Action" screen.

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

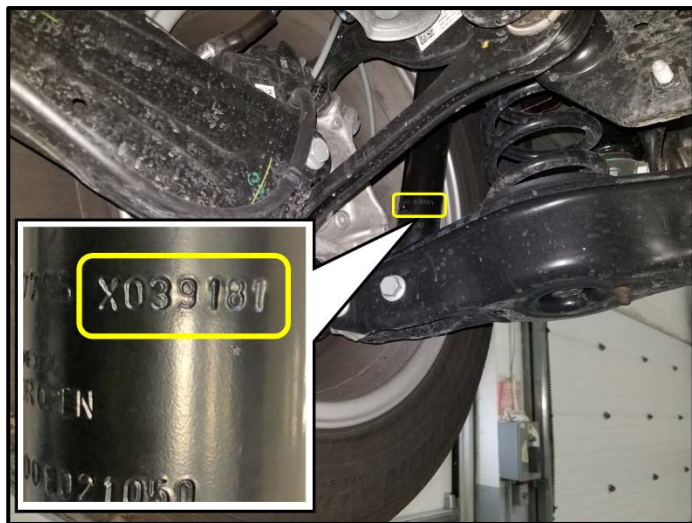
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

Proceed to Section B

Section B – Rear Shock Absorber Inspection

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.



Production Number

X039181

Day

Production Days Requiring Replacement

010	011	012	013	014	015	016	017	018	019
020	021	022	023	024	025	026	027	028	029
030	031	032	033	034	035	036	037	038	039
040	041	042	043	044	045	046	047	048	049
050	051	052	053	054					

NOTE

- Both rear shock absorbers must be inspected.
- It is possible that only one shock may require replacement.
- An inspection mirror may be required depending on the orientation of the shock.

- Raise the vehicle.
- Inspect the production day on both rear shock absorbers **and record production number for both shocks on the repair order.**

X **GROUND VEHICLE** if production day on one or both shock(s) is:

- 010
- 054
- Any day *between* 010 and 054

✓ If production day on **BOTH** shocks is **NOT** any of above, Proceed to Section D.

Section D – Campaign Completion Label (**INSPECTION ONLY**)

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).

<END OF CIRCULAR>