



Safety Recall

Code: 60D1

REVISION

| | |
|---------------------------------------|---|
| Subject | Panoramic Sunroof Ambient Light Bar (LED Module) |
| Release Date | February 14, 2019 |
| IMPORTANT! Revision Summary | <ul style="list-style-type: none">• Work procedure updated to install in-line fuses for panoramic sunroof LED module.• Claiming instructions updated• Customer letters revised |
| Affected Vehicles | <p>U.S.A. & CANADA: Certain 2018 MY Volkswagen Tiguan with Panoramic Sunroof & Ambient Lighting</p> <p><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></p> <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 | High humidity in the panoramic sunroof ambient lighting bar LED module (caused by environment or by leaving the sunroof open) could lead to a local short circuit. If this happens, there is a risk of a fire. |
| Corrective Action | <p>Install in-line fuses for the left and right panoramic sunroof ambient light LED modules.</p> <p>Vehicles that had already been repaired under this action (disconnect power to module) will be included in a future service action under a new campaign code.</p> |
| Precautions | <p>A burning odor or smoke coming from the front of the sunroof frame indicates that the sunroof LED module may have short circuited.</p> <p>If this happens, DO NOT continue driving and DO NOT open the sunroof. Doing so will only increase the risk of fire. Get safely away from the vehicle and dial 911 for emergency assistance. DO NOT attempt to extinguish a vehicle fire on your own.</p> |
| Parts Information | 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 upperorderlimits@vw.com to have additional parts released. |
| Code Visibility | <p>In July 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 will not be posted for dealers who do not have any affected vehicles.</p> <p>In July 2018, this campaign code showed open on affected vehicles in Elsa.</p> <p>In July 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.</p> |
| Owner Notification | In February 2019, owners who have not yet had this recall repair performed will receive a recall letter informing them about the new repair that is now available. Owner letter examples are included in this bulletin for your reference. |
| 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

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.

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

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

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 | 60D1 | | | | | | | | | | | | |
|----------------------------|--|-----------------------|-------------|-------------|------|------------|-----------------------|------|-----------|----------|------|------------|----------------|
| Damage Code | 0099 | | | | | | | | | | | | |
| Parts Vendor Code | WWO | | | | | | | | | | | | |
| Claim Type | Sold vehicle: 7 10 Unsold vehicle: 7 90 | | | | | | | | | | | | |
| Causal Indicator | Mark in-line fuse harness as causal part* | | | | | | | | | | | | |
| Vehicle Wash/Loaner | Do not claim wash/loaner under this action U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the mobility program. Please refer to section 3.30 in the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details. Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility. | | | | | | | | | | | | |
| Criteria I.D. | 01 | | | | | | | | | | | | |
| | <p>Install in-line fuses for panoramic roof ambient light LED modules.</p> <p>Labor operation: 9620 50 99 230 T.U.</p> <table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>2.00</td><td>000971648A</td><td>In-line fuse harness*</td></tr><tr><td>3.00</td><td>7D0971798</td><td>Foam pad</td></tr><tr><td>4.00</td><td>5NA867276B</td><td>A-pillar clamp</td></tr></tbody></table> <p>-AND (ONLY if necessary)-</p> <p>Update Central Electronics Control Module</p> <p>Labor operation: 9793 25 99 40 T.U.</p> <div><p>! NOTE</p><p>The likelihood that the Central Electronics Control Module needs updating is extremely rare. If it requires coding, the GFF log must be available for review.</p></div> | Quantity | Part Number | Description | 2.00 | 000971648A | In-line fuse harness* | 3.00 | 7D0971798 | Foam pad | 4.00 | 5NA867276B | A-pillar clamp |
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| 4.00 | 5NA867276B | A-pillar clamp | | | | | | | | | | | |

This notice applies to your vehicle: <VIN>

NHTSA: 18V467

**Subject: Safety Recall 60D1 - Panoramic Sunroof Ambient Light Bar (LED Module)
Certain 2018 Model Year Volkswagen Tiguan with Panoramic Sunroof & Ambient Lighting**

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 2018 model year Volkswagen Tiguan vehicles equipped with a panoramic sunroof and ambient lighting. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? High humidity in the panoramic sunroof ambient lighting bar LED module (caused by environment or by leaving the sunroof open) could lead to a local short circuit. If this happens, there is a risk of a fire.

What will we do? To correct this defect, your authorized Volkswagen dealer will install in-line fuses for the left and right panoramic sunroof ambient light LED modules. This work will take about two (2) hours 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. To set up an appointment online, please visit www.vw.com/find-a-dealer.

Precautions you should take A burning odor or smoke coming from the front of the sunroof frame indicates that the sunroof LED module may have short circuited.

If this happens, DO NOT continue driving and DO NOT open the sunroof. Doing so will only increase the risk of fire. Get safely away from the vehicle and dial 911 for emergency assistance. DO NOT attempt to extinguish a vehicle fire on your own.

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 or by calling us at 800-893-5298.

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 visit www.vw.com/owners/recalls 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) February 2019

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 60D1 - Panoramic Sunroof Ambient Light Bar (LED Module)
Certain 2018 Model Year Volkswagen Tiguan with Panoramic Sunroof & Ambient Lighting**

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 2018 model year Volkswagen Tiguan vehicles equipped with a panoramic sunroof and ambient lighting. Our records show that you are the owner of a vehicle affected by this action.

| | |
|---|---|
| What is the issue? | High humidity in the panoramic sunroof ambient lighting bar LED module (caused by environment or by leaving the sunroof open) could lead to a local short circuit. If this happens, there is a risk of a fire. |
| What will we do? | To correct this defect, your authorized Volkswagen dealer will install in-line fuses for the left and right panoramic sunroof ambient light LED modules. This work will take about two (2) hours 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. |
| Precautions you should take | <p>A burning odor or smoke coming from the front of the sunroof frame indicates that the sunroof LED module may have short circuited.</p> <p>If this happens, DO NOT continue driving and DO NOT open the sunroof. Doing so will only increase the risk of fire. Get safely away from the vehicle and dial 911 for emergency assistance. DO NOT attempt to extinguish a vehicle fire on your own.</p> |
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| 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 . |

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

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- 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.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

Repair Overview



- Install in-line fuses for the left and right panoramic roof ambient light LED modules.

Required Parts

| Criteria | Quantity | Part Number | Part Description |
|----------|----------|---------------|----------------------|
| 01 | 2 | 000.971.648.A | In-line fuse harness |
| | 3 | 7D0.971.798 | Foam pad |
| | 4 | 5NA.867.276.B | A-pillar clamp |

NOTE

The specified part numbers reflect the status at the start of this recall. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

Required Tools



| | |
|--|--|
|  <p>Trim Removal Wedge -3409- (or equivalent)</p> |  <p>Removal Wedge -T40233- (or equivalent)</p> |
|  <p>Release Tool -T10518A-</p> |  <p>Release Pliers -T10558A-</p> |
|  <p>Wedge Set -T10383- (or equivalent)</p> | |

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.

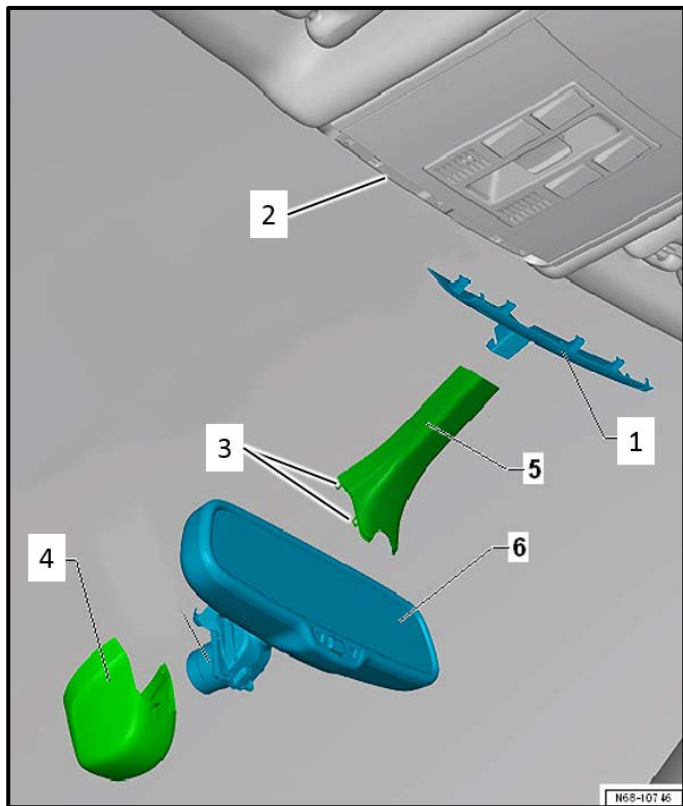
TIP

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

- Confirm the Campaign/Action 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.

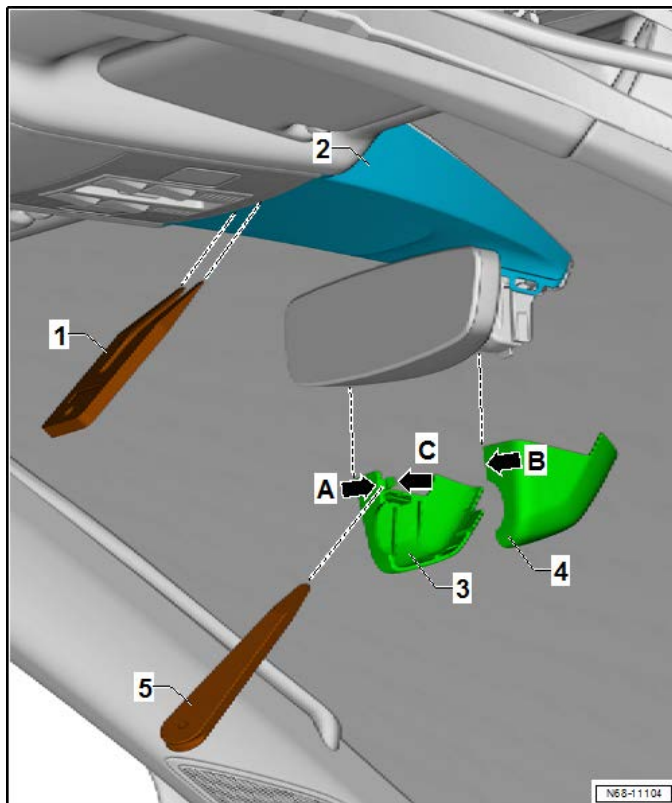
Proceed to Section B

Section B – Repair Procedure



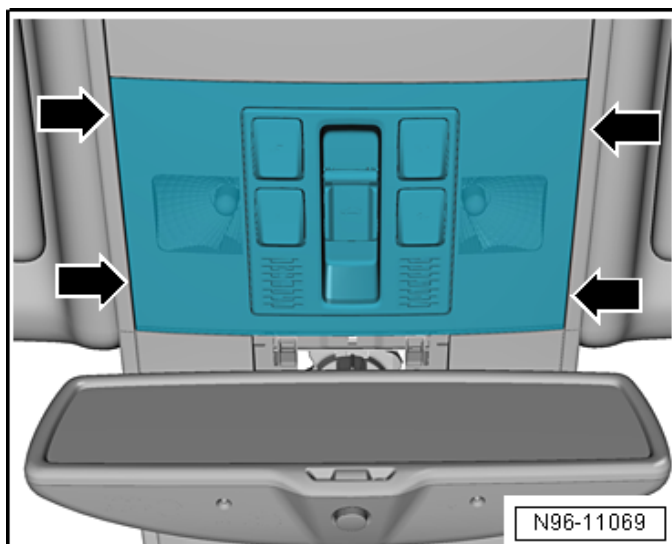
Remove rear view mirror base cover (versions without front camera):

- Using -3409-, unclip retaining plate <1> from the headliner frame <2>.
- Disengage clips <3> from front cover <4>.
- Remove retaining plate <1> with cover <5>.



Remove rear view mirror base cover (versions with front camera):

- Using the -T10383/1- <1> unclip the cover for the front camera <2> from the retainer in the front area of the roof console.
- Using the wedge <1> push the cover of the front camera <2> slightly downward carefully.
- A gap will be built between the installed mirror covers <3 and 4>, <arrow A and arrow B>.
- Using the -3409- push the locking tab <C> of the left mirror cover <3>.
- First remove the right mirror cover <4>.
- Then remove the left mirror cover <3>.
- Remove the cover of the front camera <2>.

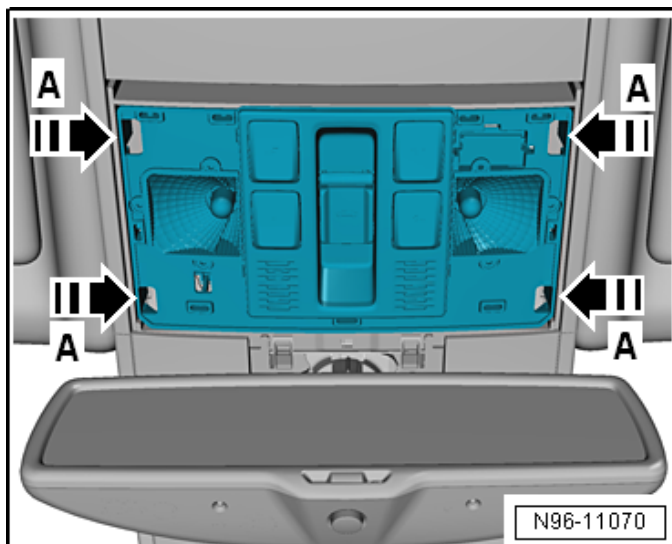


Remove overhead light switch assembly:

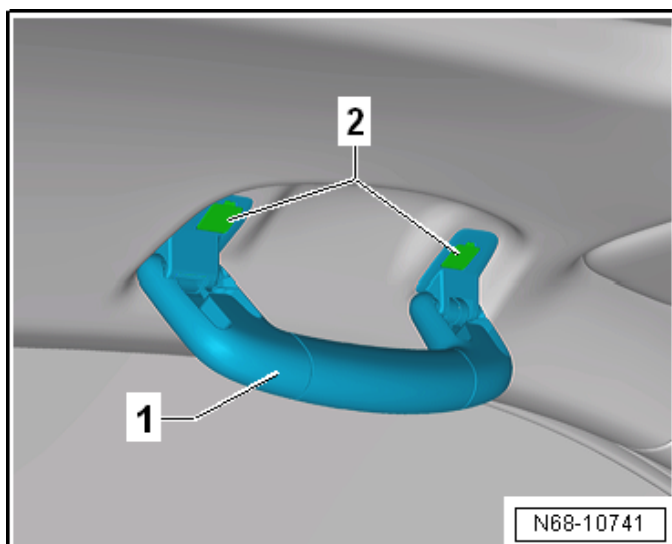
- Using the -3409-, pry the diffusion lens from the light switch assembly in the areas marked by <arrows>.
- If equipped, release and disconnect the connectors.

TIP

When removing the diffusion lens, the light assembly may also come out at the same time.

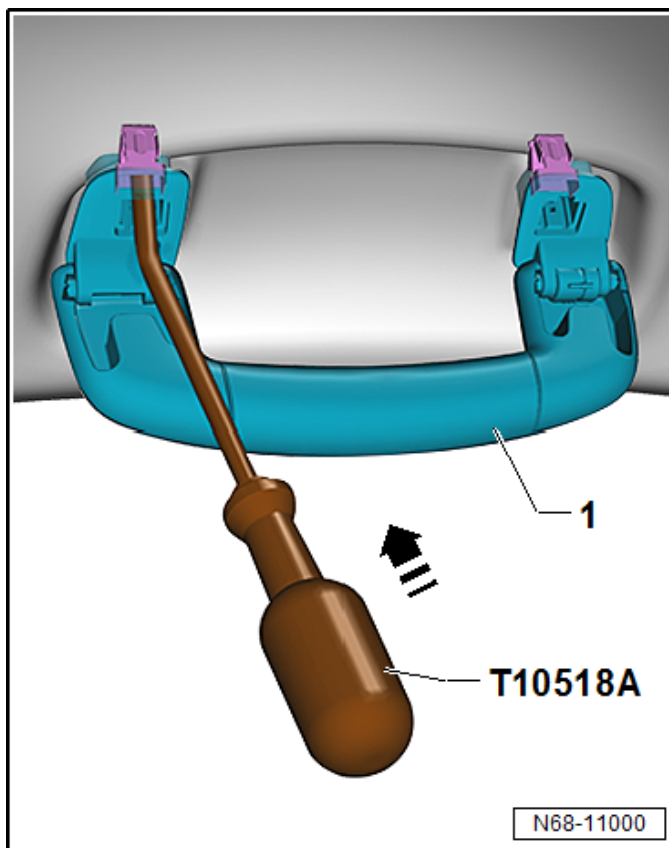


- Push the catches in the direction of <arrows A> and remove the light switch assembly.
- Release and disconnect the connectors.



Remove all four roof grab handles:

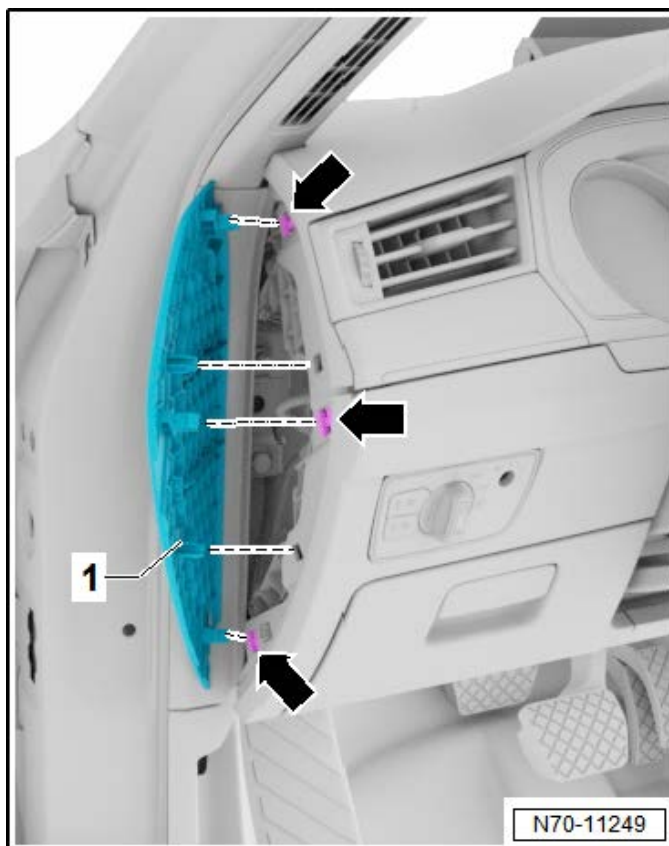
- Fold the roof grab handle <1> downward and remove the caps <2> using an angled screwdriver, 90° pick or similar tool.



- Fold the roof grab handle <1> downward and push the -T10518A- all the way into the left retainer <arrow>.
- Leave the -T10518A- inserted and carefully pull on the roof grab handle <1> near the left retainer.
- Repeat procedure for the right retainer.

TIP

The assembly aids for the grab handles will be loose in the headliner after removing the grab handles. Make sure they are reinstalled in the event they fall out.



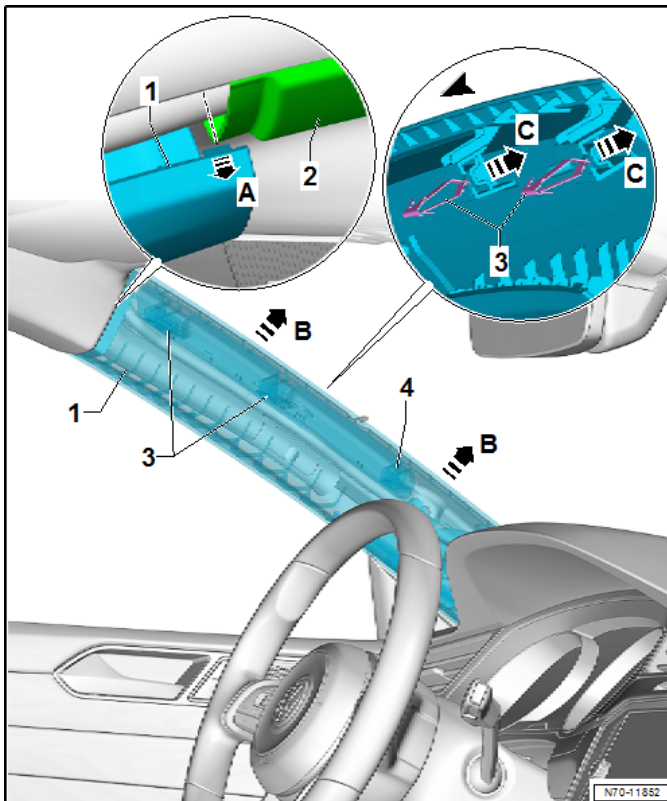
Remove both instrument panel side covers:

- Loosen the instrument panel side cover <1> with the -3409- in the area of the catches <arrows>.
- Remove the cover rearward from the A-pillar gap cover.



Remove both A-pillar gap covers:

- Unclip the A-pillar gap cover <1> from the A-pillar upper trim panel and A-pillar lower trim panel <arrows>.
- Loosen and remove the A-pillar gap cover <1> from the door seal molding.



Remove both A-pillar trims:

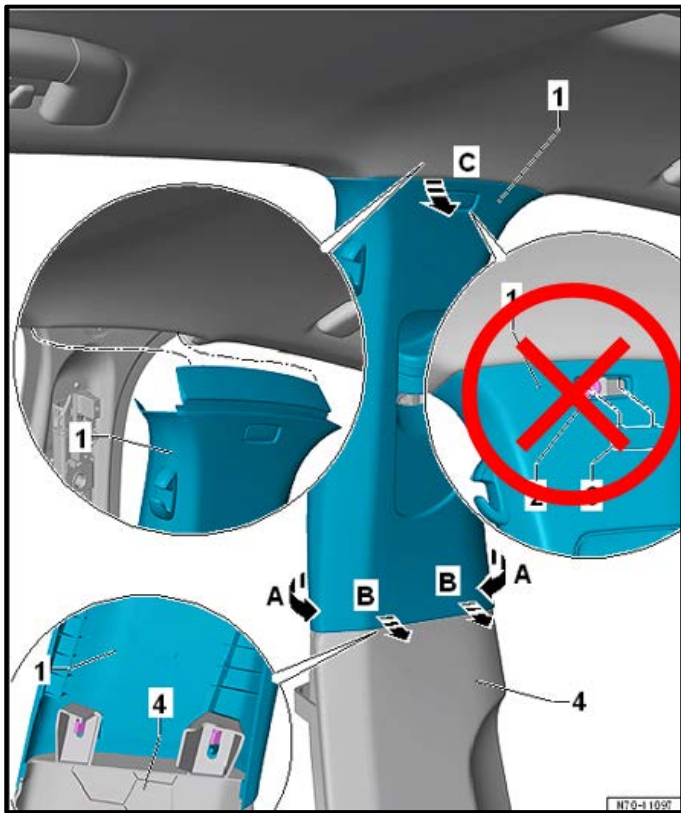
WARNING

Ensure the head curtain airbag is not damaged when removing the A-pillar trim.

- Pull top of A-pillar trim <1> away from headliner <2> in direction of <arrow A>.
- Clips <3> will disengage from the body, but will remain in place due to the safety pins.
- Slide clips <3> out of the mounts on the A-pillar trim.

NOTE

- The holes for clips <3> on the A-pillar are slotted to allow the clips to slide out of the mounts on the A-pillar trim.
- The clips <3> will be replaced>.
- Remove A-pillar trim in direction of <arrows B>.

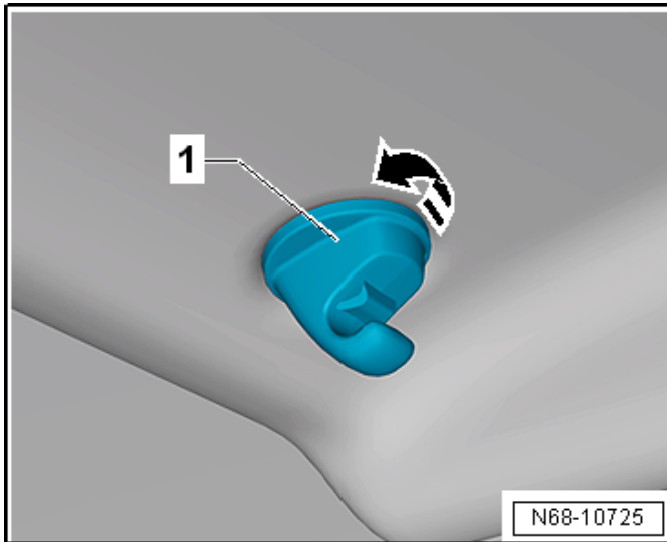


Disengage both upper B-pillar trims:

- Move seat belt height adjuster to the lowest position.
- Starting at the bottom, disengage the B-pillar upper trim panel <1> at the door seal <arrow A> by placing the -T10383- on the front edge of the trim panel.
- Unclip the B-pillar upper trim panel <1> from the B-pillar lower trim panel <4> <arrows B> by placing the -T10383- on the lower edge of the trim panel.
- Remove the B-pillar upper trim panel <1> from the mount on the body <arrow C> by pivoting the trim panel slightly inward and pulling it downward.

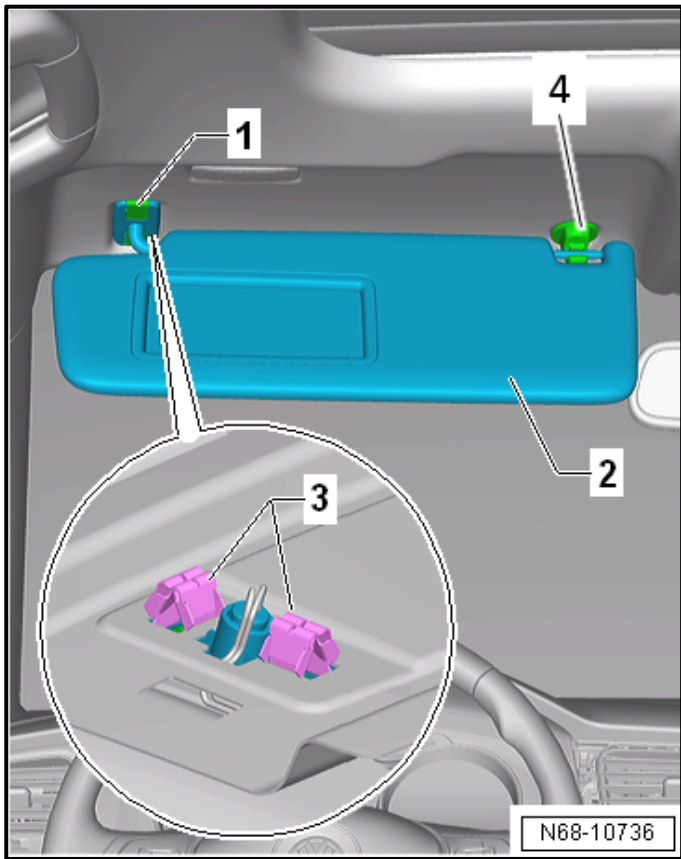
TIP

There is no screw at the top of the B-pillar trim.



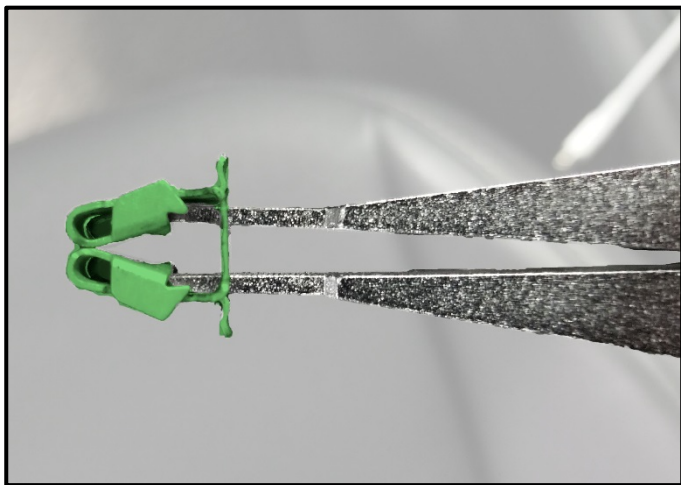
Remove both sun visor center supports:

- Disengage the sun visor at the sun visor center support and fold to the side.
- Turn the sun visor center support <1> approximately 90° (1/4 of a turn) counter-clockwise <arrow>.
- Remove the sun visor center support <1> downward.



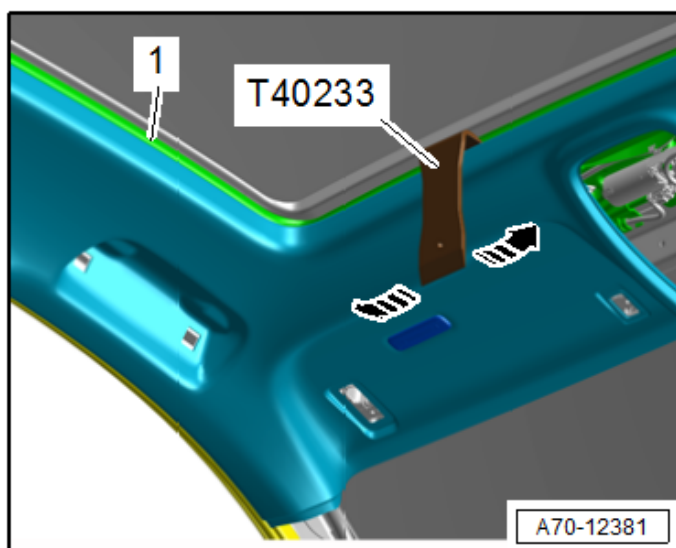
Remove both sun visors:

- Remove caps <1> from the sun visor mount.
- Using the -T10558-, loosen the front retainer <3> in the sun visor mount <1> from the body mount.
- Keep tension on the sun visor to prevent the retainer from unintentionally locking again.
- Using the -T10558-, loosen the rear retainer <3> in the sun visor mount <1> from the body mount.



! NOTE

When removing clips for the sun visor mounts and the headliner mounts, the pliers -T10558- must be centered in the clip and fully inserted in the clip as shown.



Separate headliner from sunroof trim:

- To avoid dirtying the headliner, clean the -T40233-.
- At the front of the headliner, push the -T40233- between the sunroof frame <1> and the headliner and loosen the front of the headliner.

TIP

Use masking tape or other means to prevent dirtying the headliner.

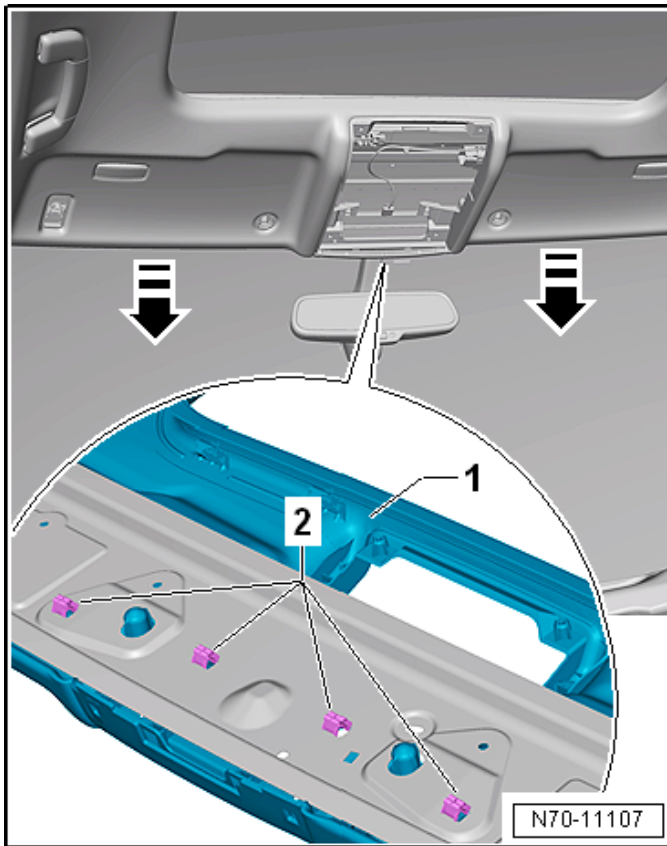


Position front seats and headrests:

- Raise front seats and headrests to their highest position.

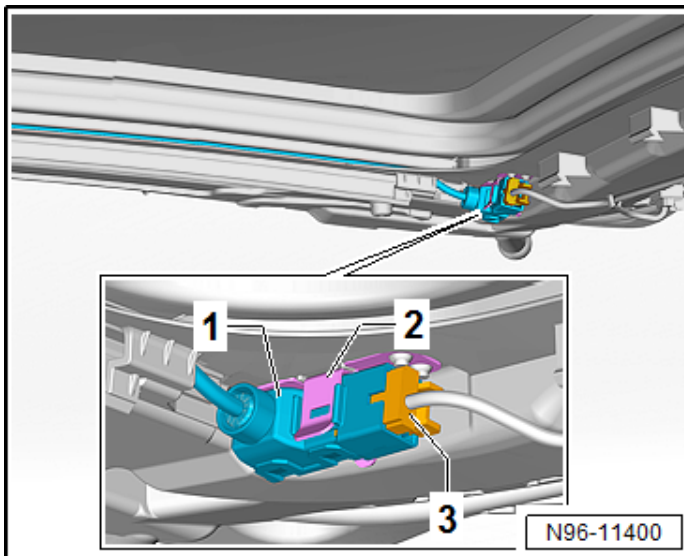
NOTE

The headliner does not need to be completely removed from the vehicle. Allowing the headliner to rest on the front seat headrests will allow enough room to install the in-line fuses. Doing so will also prevent damage to the headliner.



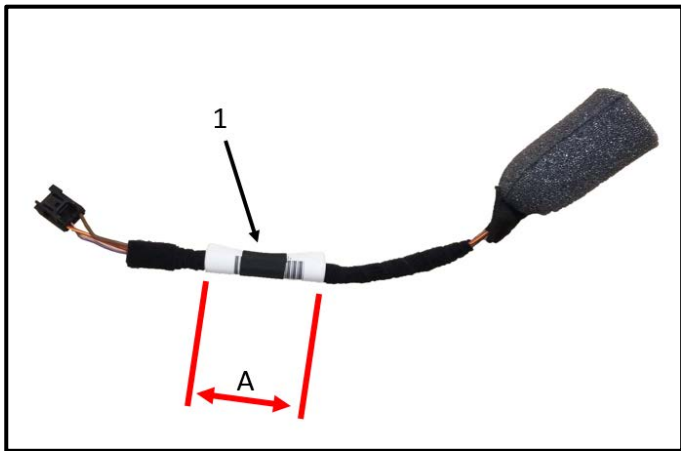
Releasing headliner clips:

- Release headliner clips <2> using -T10558- and lower the front of the headliner.



Disconnect LED modules:

- Disconnect the connectors <3> from the left and right LED modules <1>.
- Ensure the LED module remains in retaining clip <2>.



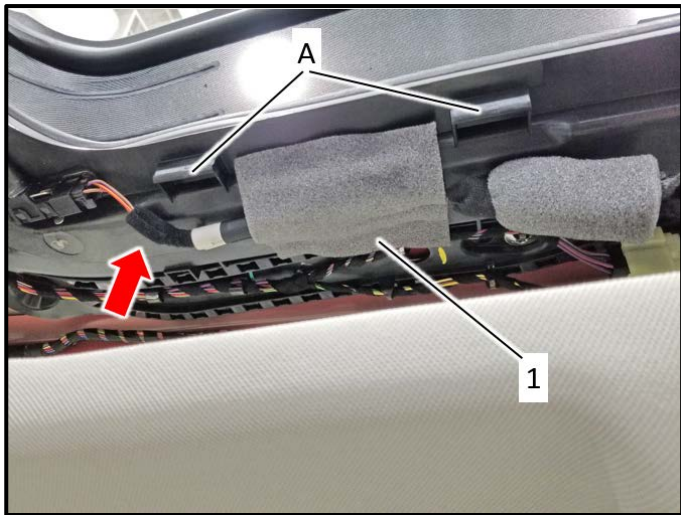
Preparing in-line fuses for installation:

- The fuse is located in area <A>. This area must not be kinked.
- Wrap tag around the harness and secure with a piece of tape <1>.



Connecting in-line fuses:

- Pull LED module harness away from the sunroof frame.
- Pull foam back and connect connector <photo 1>.
- Reposition foam around connectors <photo 2>.

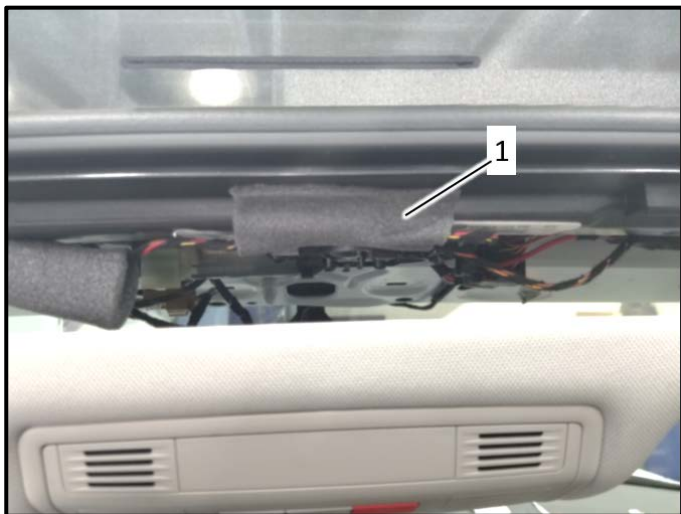


Installing left in-line fuse:

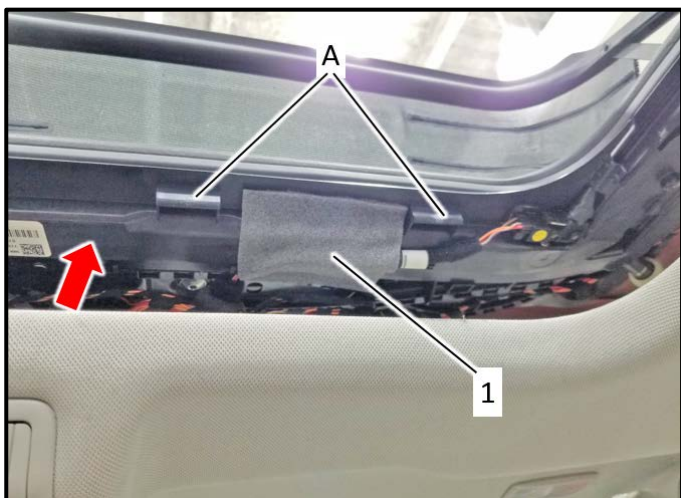
- Connect in-line fuse to LED module.
- Position in-line fuse and secure using foam pad <1>.
 - The harness should run along lower channel <arrow>.
 - The foam pad <1> must be between the headliner mounts <A>.
 - The in-line fuse harness must not cover headliner mounts <A>.
 - The excess wiring including foam covered connectors should be in an open area between the headliner and sunroof frame.



- Coil the extra length of harness <1> as shown and secure to the sunroof frame using a foam pad <2>.

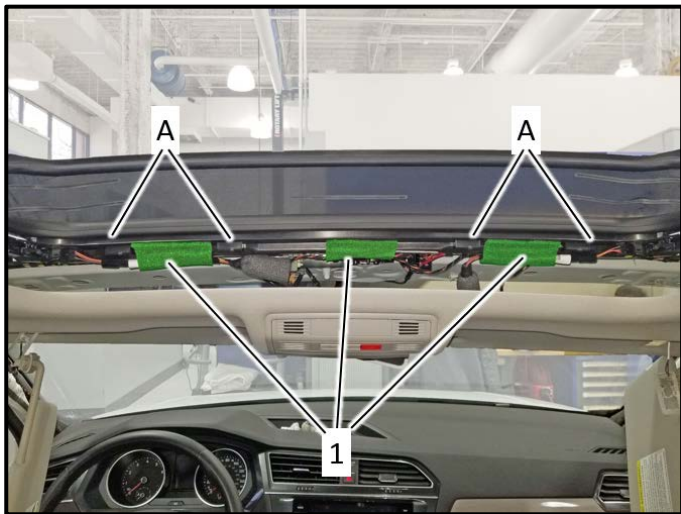


- Secure foam pad <1> to the sunroof frame as shown.



Installing right in-line fuse:

- Connect in-line fuse to LED module.
- Position in-line fuse and secure using foam pad <1>.
 - The harness should run along lower channel <arrow>.
 - The foam pad <1> must be between the headliner mounts <A>.
 - The in-line fuse harness must not cover headliner mounts <A>.
 - The excess wiring including foam covered connectors should be in an open area between the headliner and sunroof frame.



Foam pad positioning:

- When complete, the foam pads <1> will be positioned as shown.
- The foam pads must not interfere with the headliner mounts <A>.

Verify operation of panoramic sunroof ambient lighting:

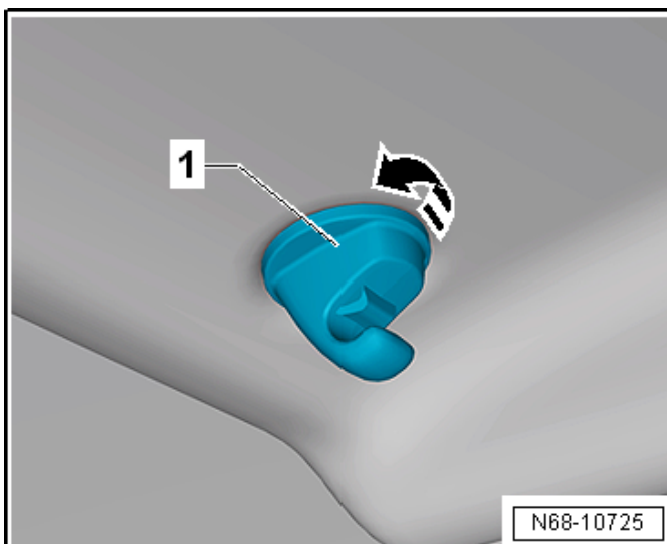
- If lighting is operational:
 - Continue with repair.
- If lighting is not operational and there are no faults stored for the lighting:
 - Continue with repair.
 - After vehicle is reassembled, proceed to section C and perform online coding of J519, address word 0009).

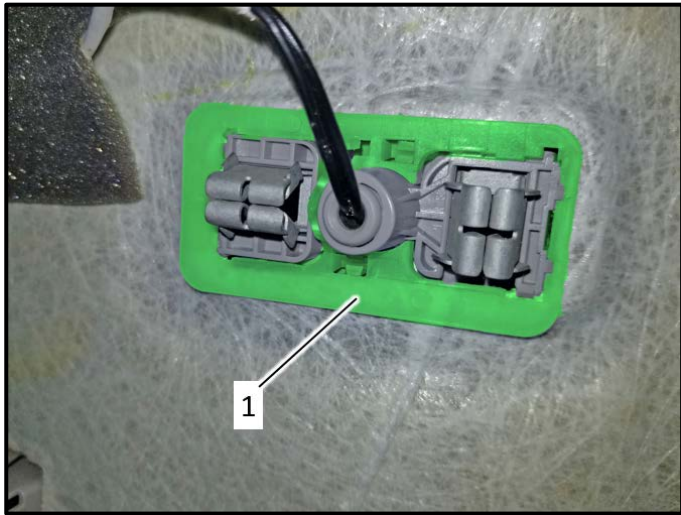
! NOTE

The likelihood that the Central Electronics Control Module needs updating is extremely rare. If it requires coding, the GFF log must be available for review.

Reinstall both sun visor supports:

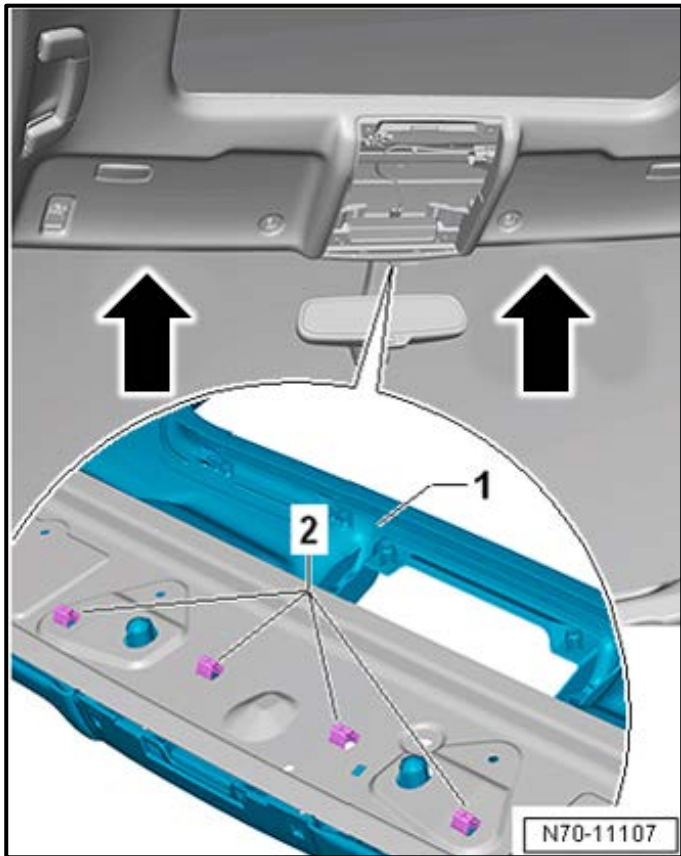
- Turn the sun visor center support <1> approximately 90° (1/4 of a turn) clockwise in opposite direction of <arrow>.





Reinstall visors into assembly aids:

- Ensure mounting clips are in the sun visor.
- Install sun visor into assembly aids <1>.
- Secure sun visor into sun visor support and leave sun visor folded down.

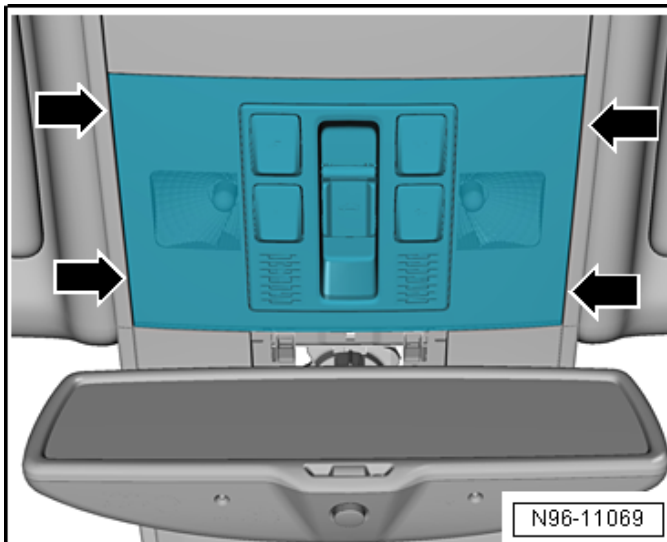


Reinstall headliner:

i TIP

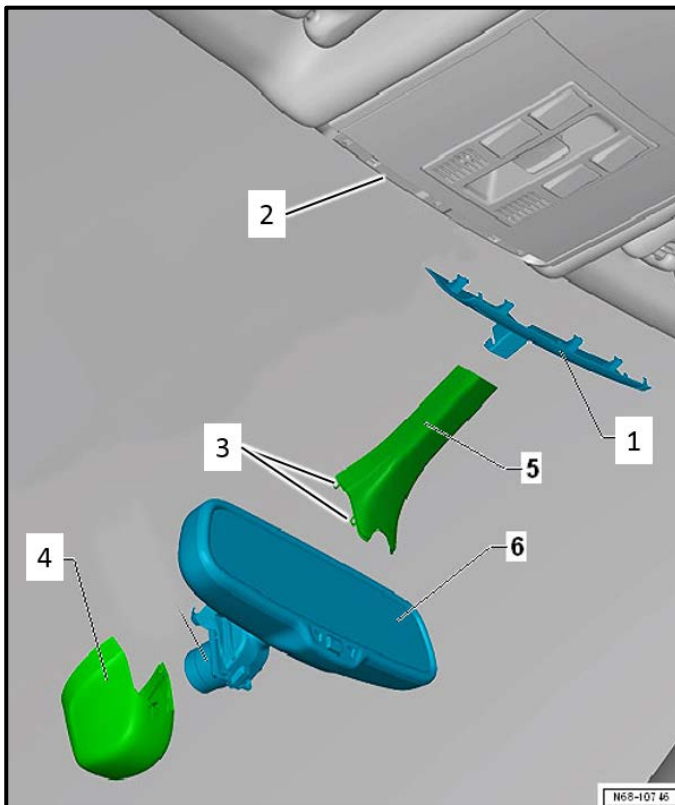
Make sure the grab handle assembly aids are in place before reinstalling the headliner.

- Install headliner in direction of <arrows>.
- Engage clips <2> into openings in roof.
- Engage sun visor mount and sun visor center support clips into openings in roof.



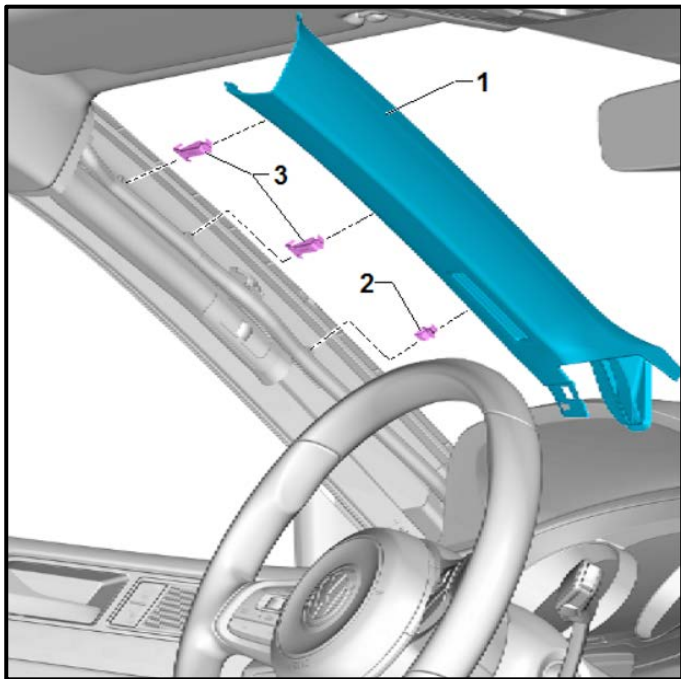
Reinstall overhead light switch assembly and diffusion lens:

- Connect connectors to the light switch assembly and install overhead light switch assembly.
- Connect connectors (if equipped) to the diffusion lens and install the diffusion lens.



Reinstall rear view mirror base cover:

- Remove cable cover <5> from trim piece <1>.
- Install trim piece <1> first.
- Then install cable cover <5>.

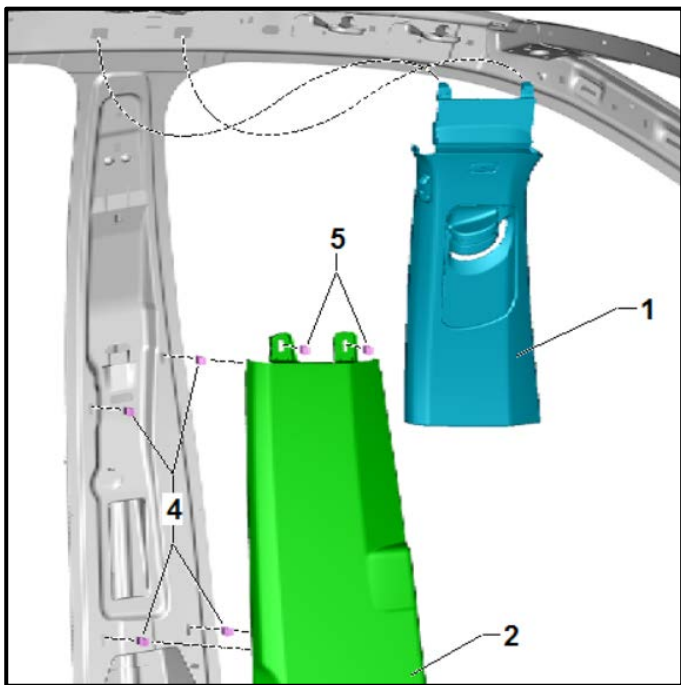


Reinstalling A-pillar trim:

- Replace clamps <3>.

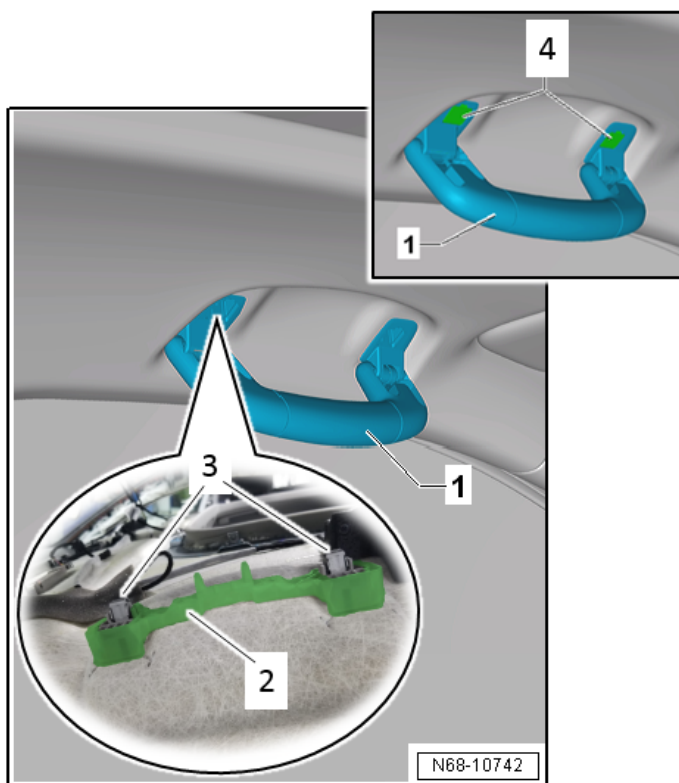
| Part Number | Part Description |
|---------------|------------------|
| 5NA.867.276.B | A-pillar clamp |

- Seat the bottom of the trim <1> into the instrument panel.
- Install A-pillar trim onto A-pillar.
- Ensure the door seal is installed around the A-pillar trim.



Reinstalling upper B-pillar trim:

- Install upper B-pillar trim upward into the headliner.
- Install B-pillar trim onto B-pillar and engage clips <5>.
- Ensure the door seal is installed around the upper and lower B-pillar trim.



Reinstall grab handles:

- Install grab handle <1> into assembly aid <2>.
- Press the grab handle <1> up so locking clips <3> engage in the openings on the roof.
- Install clips <4> until they audibly engage.
- Ensure the door seals are installed around the headliner.

- If lighting was operational:
 - Work is complete.
 - Proceed to Section D.
- If lighting was not operational and there are no faults stored for the lighting:
 - Proceed to Section C and perform online coding of J519, address word 0009).

NOTE

The likelihood that the Central Electronics Control Module needs updating is extremely rare. If it requires coding, the GFF log must be available for review.



- Scan the QR code or follow the link to view a overview video of the fuse installation.

<https://vwcup.track360.com/?p=vwiqCertification&id=11769>

Section C – Code Central Electronics Control Module (J519)

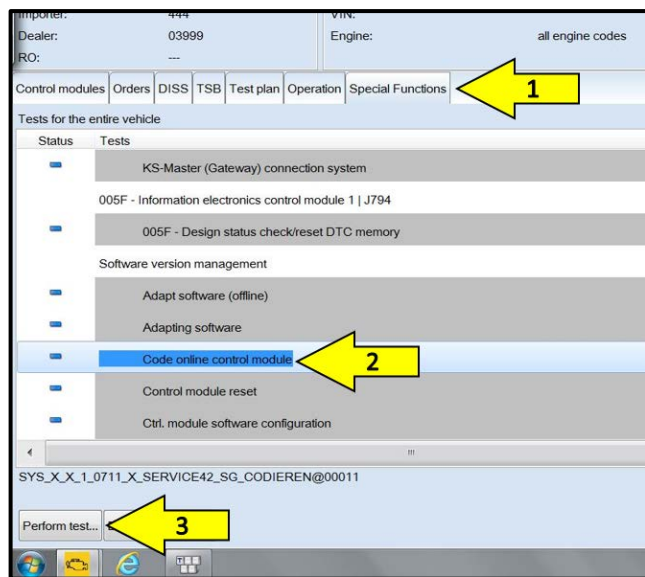
- Open the hood.
- Open the battery cover.
- Switch the ignition on.
- Apply the parking brake.
- Switch the headlights off.
- Connect the VAS6150D Diagnostic Tester (or equivalent) to the vehicle.
- Start the ODIS program.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery.

NOTE

When connecting the charger to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. DO NOT connect the ground cable directly to negative terminal of the battery.

- Once the GFF scan is complete, select the Special Functions tab <1>.
- Select “Code online control module” <2>.
- Select “Perform test...” <3>.
- Enter “09” or “0009” when prompted for the address word of the module to be coded.
- Follow the on screen prompts.

Proceed to Section D.



Section D – 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).