



Compliance Recall

Code: 94L1

Subject	Passenger Side LED Headlamp
Release Date	October 30, 2018
Affected Vehicles	U.S.A. & CANADA: Certain 2019 MY Volkswagen Jetta with LED headlamps <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	The right (passenger side) headlamp in affected vehicles may not be positioned correctly. This makes the headlamp noncompliant with USA and Canada regulatory requirements. If this condition is present in the vehicle, it may reduce nighttime visibility for the driver and could increase the risk of a crash.
Corrective Action	Replace the right (passenger) side headlamp.
Parts Information	Due to the very small affected vehicle population, parts will only be allocated to support dealer inventory vehicles. If parts are needed to support a customer vehicle repair and you do not have a part on hand, please contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com) or chat /text with the VIN to order.
Code Visibility	On or about October 30, 2018, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vwvhub.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles. On or about October 30, 2018, this campaign code will show open on affected vehicles in Elsa. On or about October 30, 2018, affected vehicles will be 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 will take place in November 2018. 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 <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. <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. Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u> . 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	94L1								
Damage Code	0099								
Parts Vendor Code	WWO								
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90								
Causal Indicator	Mark headlamp* as causal part								
Vehicle Wash/Loaner	Do not claim wash/loaner under this action								
Criteria I.D.	01								
	Replace right headlamp and adjust both front headlamps Labor operation: 9415 55 99 100 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>17A941036A</td> <td>Right Headlamp Assembly*</td> </tr> </tbody> </table>			Quantity	Part Number	Description	1.00	17A941036A	Right Headlamp Assembly*
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1.00	17A941036A	Right Headlamp Assembly*							
Criteria I.D.	02								
	Replace right headlamp and adjust both front headlamps Labor operation: 9415 55 99 100 T.U.								
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	-AND- Adjust front radar sensor (includes GFF time) Labor operation: 9163 15 99 80 T.U.								

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2018 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 18V671

**Subject: Compliance Recall 94L1 – Passenger Side LED Headlamp
Certain 2019 Model Year Volkswagen Jetta Vehicles Equipped with LED Headlamps**

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 2019 model year Volkswagen Jetta vehicles equipped with LED headlamps fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 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 right (passenger side) headlamp in affected vehicles may not be positioned correctly. This makes the headlamp noncompliant with FMVSS 108 *Lamps, Reflective Devices, and Associated Equipment*. If this condition is present in the vehicle, it may reduce nighttime visibility for the driver and could increase the risk of a crash.
- What will we do?** To correct this noncompliance, your authorized Volkswagen dealer will replace the right (passenger side) headlamp. This work will take up to two 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.
- 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)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Compliance Recall 94L1 – Passenger Side LED Headlamp
Certain 2019 Model Year Volkswagen Jetta Vehicles Equipped with LED Headlamps**

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 2019 model year Volkswagen Jetta vehicles equipped with LED headlamps fail to conform to Canadian Motor Vehicle Safety Standard (CMVSS) 108 - *Lighting System and Retroreflective Devices*. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** The right (passenger side) headlamp in affected vehicles may not be positioned correctly. This makes the headlamp noncompliant with *CMVSS 108 - Lighting System and Retroreflective Devices*. If this condition is present in the vehicle, it may reduce nighttime visibility for the driver and could increase the risk of a crash.
- What will we do?** To correct this noncompliance, your authorized Volkswagen dealer will replace the right (passenger side) headlamp. This work will take up to two 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.
- 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.

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.
- 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



- Replace passenger headlamp assembly.




Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01 or 02	1	17A.941.036.A	Passenger Headlamp Assembly




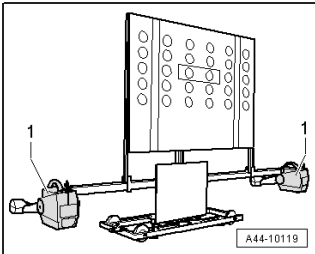
NOTE

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 (All Vehicles)

 <p>Torque Wrench 1783 2-10Nm -VAG1783- (or equivalent)</p>	 <p>Torque Screwdriver -VAS6494- (or equivalent)</p>
 <p>Headlight Aimer - Vision II Pro Image Processing -AMA82002- (or equivalent)</p>	

Additional Required Tools (Vehicles with Criteria 02 Only)

 <p>Setting Device - Basic Set -VAS6430/1A- (or equivalent)</p>	 <p>ACC Reflector Mirror -VAS6430/10-</p>
 <p>Diagnostic Tester -VAS6150X- (or equivalent)</p>	 <p>ACC Laser Sensors (dependent on type of alignment system used)</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 ← 2	Open ← 1

EXAMPLE

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

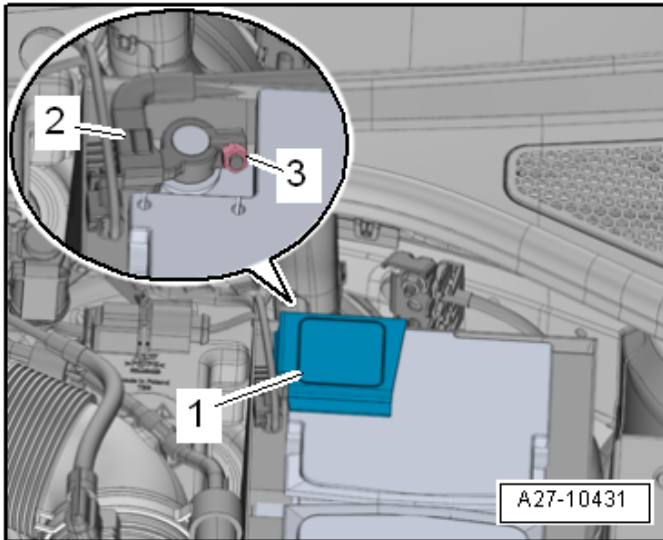
TIP

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.

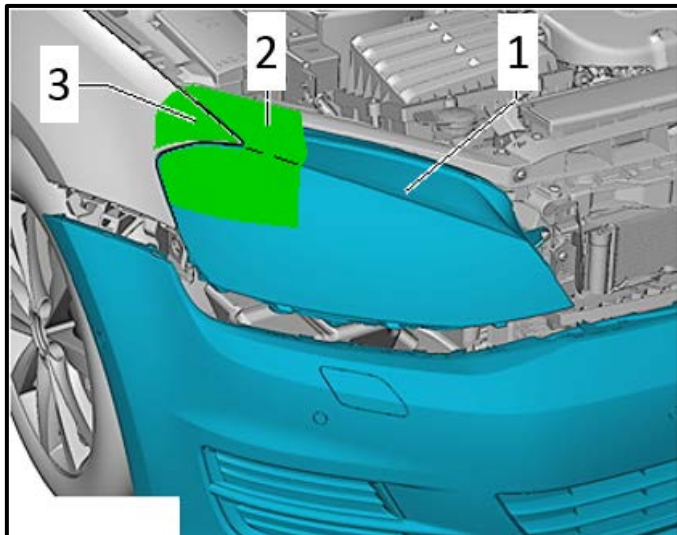
Proceed to Section B

Section B – Headlamp Replacement



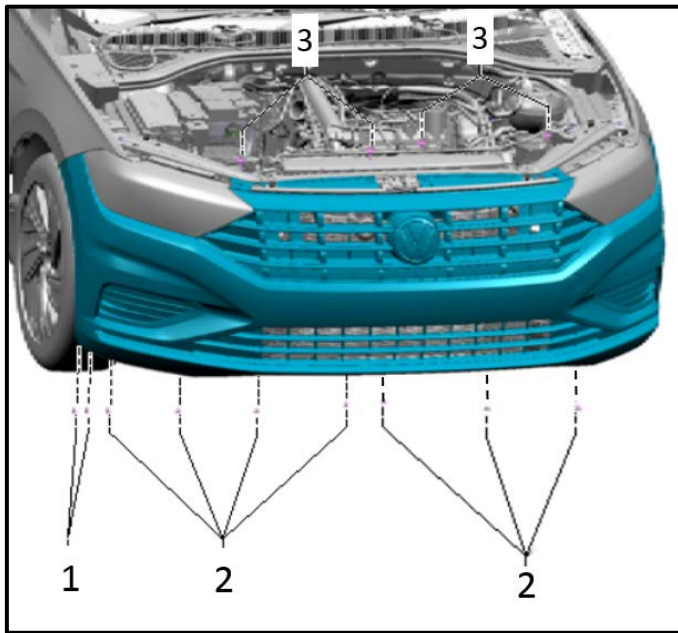
Disconnect the battery ground cable:

- Open the cover <1> over the battery ground terminal post.
- Loosen the nut <3>.
- Remove and isolate the battery ground cable <2> from the battery terminal.



Prepare headlamp for removal:

- Tape off the bottom of the fender edge <3>.



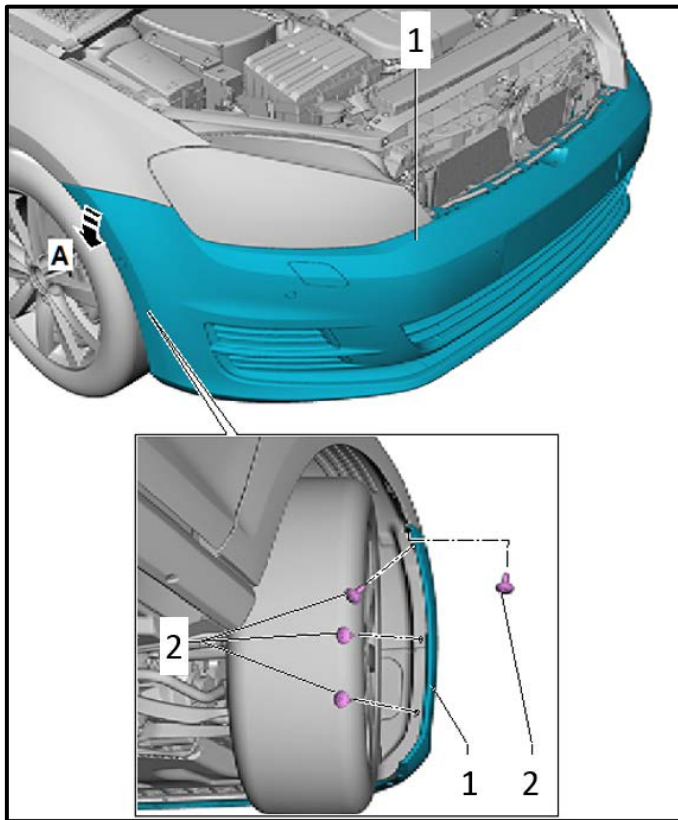
Remove bumper cover on the right side only:

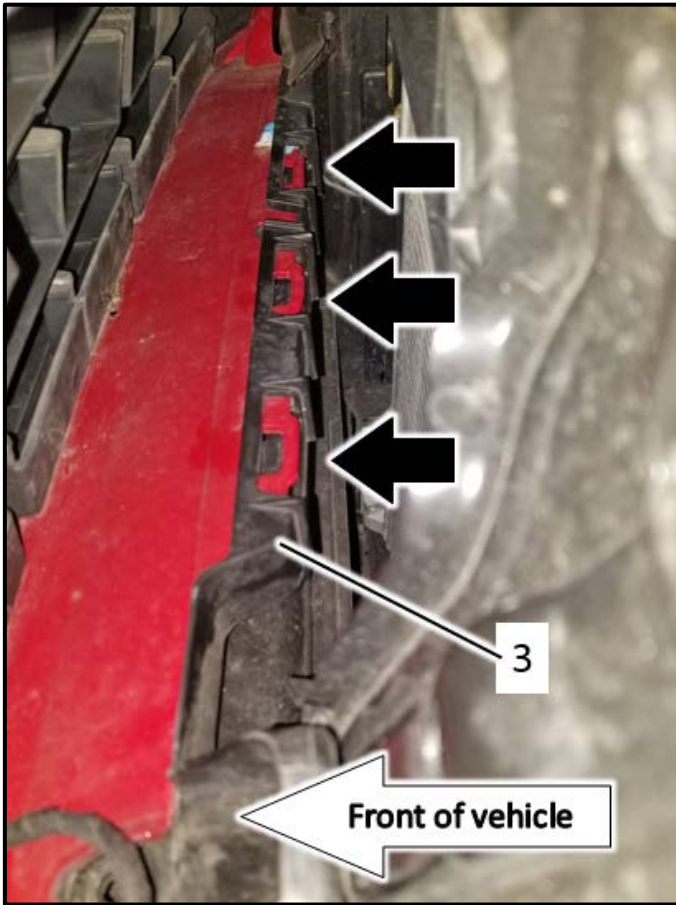
CAUTION

Risk of Consequential Damage

- Carefully remove the bumper cover. Make sure that the bumper cover is not deformed or ripped.
- When removing the headlamp the surface can be scratched. Tape up those areas which could be damaged.
- Damage to the bumper cover will not be covered under this action.

- Remove the bolts <3> on the radiator grille.
- Remove the bolts <2> from below.
- Remove the bolt <1> in the wheel housing (facing upward).
- Remove the bolts <2> from the front wheel housing liner.

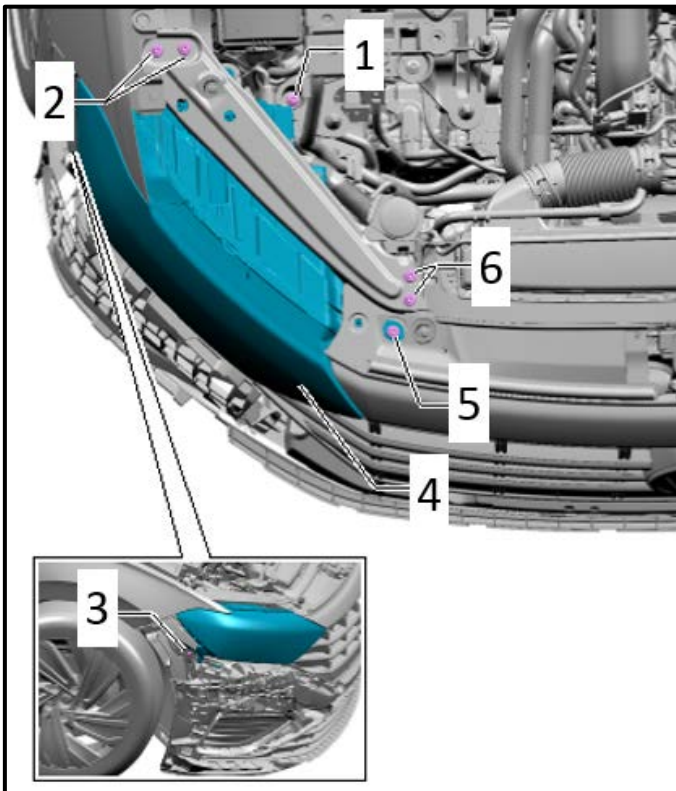




- Using a long screwdriver or pick tool, work through the hood latch opening and release the bumper cover tabs <arrows> from the support bracket <1>.
- Pull the bumper cover out just enough so the right headlamp can be removed.

NOTE

- Right side shown.
- The tabs on the left side should also be released.

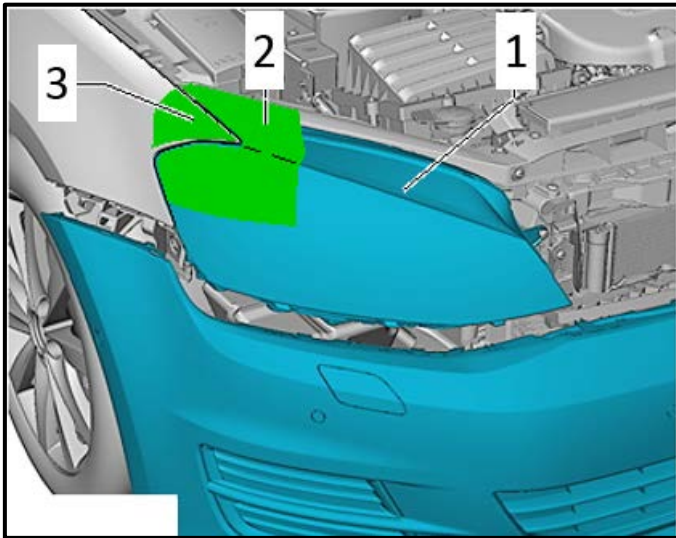


Remove and replace right headlamp:

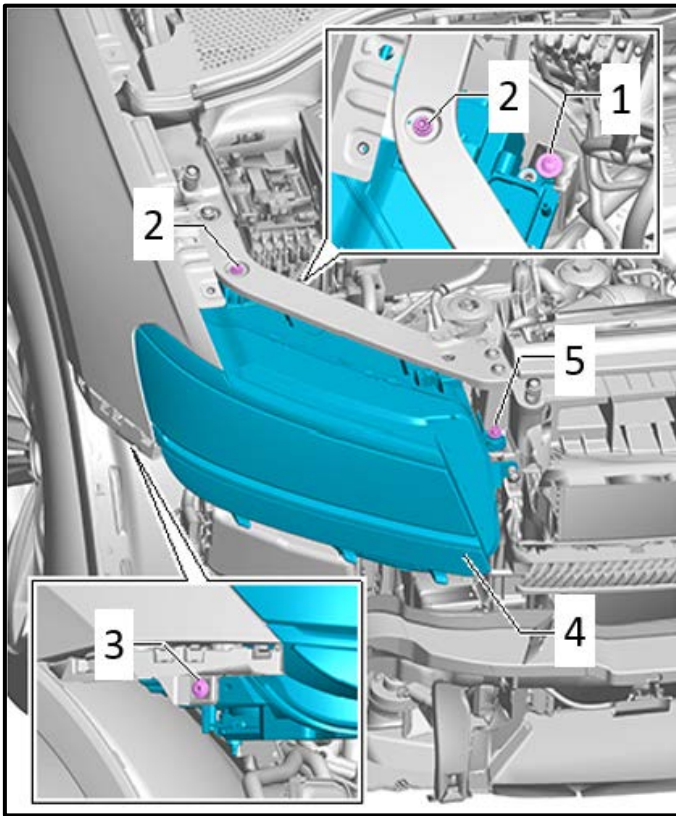
- Release and disconnect the connector on the headlamp <4>.
- Remove the bolts <2, 3, 5, and 6>.
- Loosen the bolt <1> several turns.

A second person is required for the rest of the removal procedure.

- Guide out the headlamp <4> toward the front. While doing so, detach the headlamp gap seal at the fender.



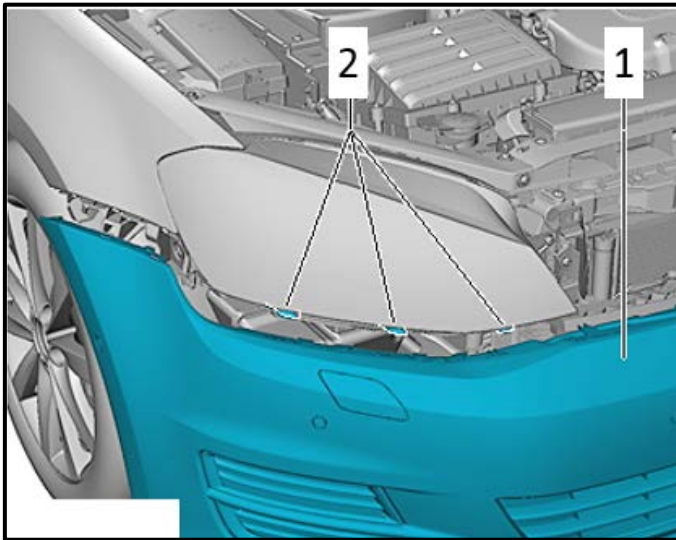
- Tape off the marked area <2> on the new headlamp <1>.



- Install new headlamp <4>.

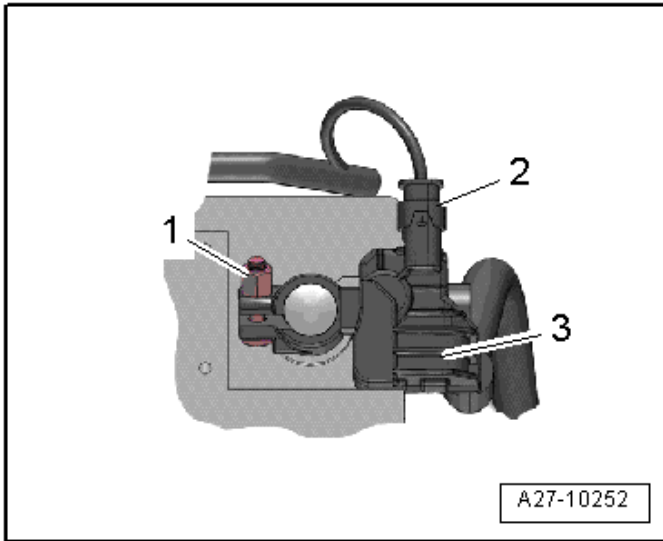
Part Number	Part Description
17A.941.036.A	Passenger Headlamp Assembly

- Uniformly adjust the gap distribution of the headlamp <4> to the fender.
- Torque the bolt <2> to 8 Nm.
- Torque the bolt <3> to 4 Nm.
- Close the hood.
- For a uniform gap distribution, adjust the banjo bolt at the bolt <5>.
- Open the hood.
- Torque the bolt <5> in the banjo bolt to 4 Nm.
- Torque the bolt <1> to 4 Nm.



Install bumper cover:

- Install the bumper cover <1>. Pay attention that it is pushed in the mounts <2> under the headlamp.
- Tighten fasteners to 2 Nm.



Connect the battery ground cable:

- Disconnect the connector <2> from the Battery Monitoring Control Module -J367-<3>.
- Attach the battery ground cable clamp by hand to the battery negative terminal and torque the nut <1> to 6 Nm.
- Reconnect the connector to the Battery Monitoring Control Module -J367-.
- Set clock to local time.
- Activate the convenience open/close functions.
- Check the DTC memories of all the control units and erase under-voltage faults if necessary.

NOTE

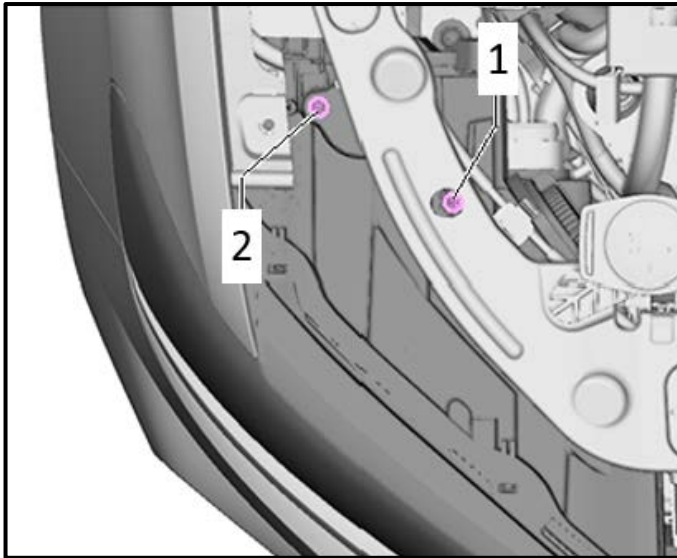
- After connecting the battery and switching on the ignition, the ASR/ESP Control Lamp -K155- and Electromechanical Power Steering Indicator Lamp light up continuously. The indicator lamps switch off automatically after driving a short distance (less than 100 meters). This activates Steering Angle Sensor -G85-.
- Once -G85- is activated and the ignition is cycled, the Start/Stop function will also start working again and any faults related to the battery being disconnected should be able to be cleared.

Proceed to Section C.

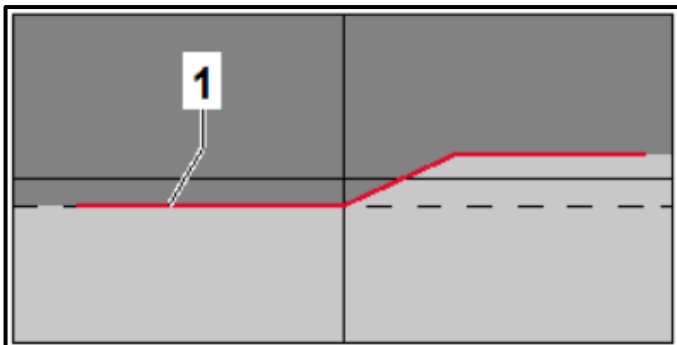
Section C – Adjust Left and Right Headlamps

Checking and Adjusting Conditions:

- Tire pressure OK
- The headlamp glass must not be damaged or dirty.
- Reflectors and light sources OK
- Move vehicle back and forth for a few meters or bounce the front and rear of vehicle several times up and down to settle the springs.
- The vehicle and the headlamp adjusting unit must be on level ground.
- Vehicle or headlamp adjusting unit must be aligned.
- Angle dimension must be set.
- The headlamp adjusting unit if equipped must be located in the correct adjustment mode.
- Pay attention to the Headlamp Adjusting Unit Owner's Manual.



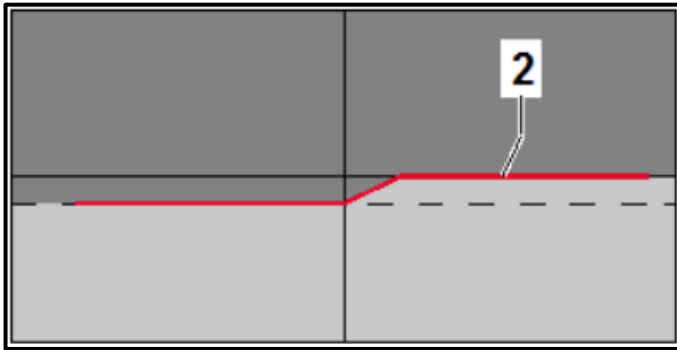
- 1 = Height adjustment
- 2 = Lateral adjustment
- Turn the height adjustment adjusting screw <1> until the correct setting is achieved.
- Turn the lateral adjustment adjusting screw <2> until the correct setting is achieved. The side adjustment is sealed for SAE headlamps.



Check and adjust left headlamp:

- VOL: visual optical aim left <1>.
- Check if the left level cut-off line contacts the dividing line <1> on the headlamp adjusting unit test surface.

Fuel Gauge Level	Angle Dimension
Any	0.7%



Check and adjust right headlamp:

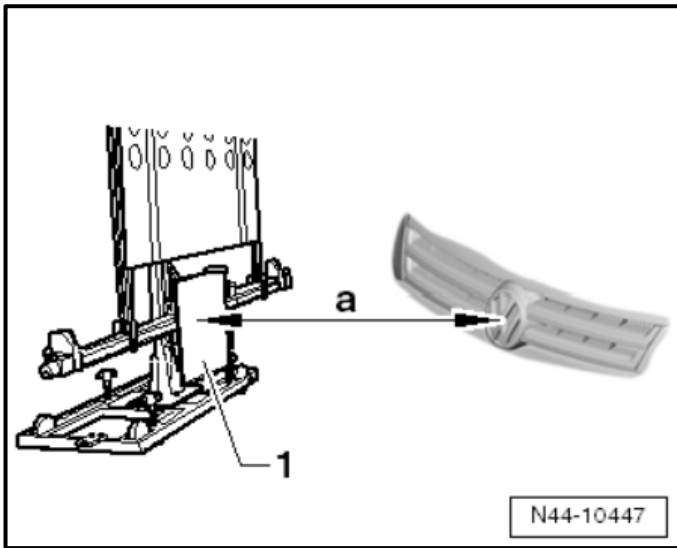
- VOR: visual optical aim right <2>.
- Check if the right level cut-off line contacts the dividing line <2> on the headlamp adjusting unit test surface.

Fuel Gauge Level	Angle Dimension
Any	0.0%

Vehicles with Criteria 02, Proceed to Section D.

Vehicles with Criteria 01, Proceed to Section E.

Section D – Calibrate Front Radar Sensor (Criteria 02 only)



Calibrate front radar sensor per ELSA Repair Manual:

- *Repair manual > Chassis > Suspension, Wheels, Steering > 44 Wheels, Tires, Wheel Alignment > Adaptive Cruise Control (ACC) > Adaptive Cruise Control (ACC), Calibrating > Adaptive Cruise Control (ACC), Calibrating, Static Calibration*

i TIP

If there is not enough space to setup the VAS6430/10, you can roll the vehicle back a bit or even turn the vehicle around backwards on the alignment rack.

Calibration Sequence:

- Position vehicle on alignment rack.
- Select ACC calibration on wheel alignment computer and follow alignment program procedure.
- Perform rear wheel run-out compensation.
- Level and position ACC Reflector Mirror - VAS6430/10- 120 cm \pm 2.5 cm from front grill emblem.
- Perform ODIS test plan:
 - 0013 – Distance control
 - Guided Functions
 - Calibrating

Proceed to Section E.

Section E – 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 F.

Section F - 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.