



Safety Recall

Code: 01E7

Subject	Certification Label															
Release Date	July 09, 2020															
Affected Vehicles	<table border="1"><thead><tr><th>Country</th><th>Beginning Model Year</th><th>Ending Model Year</th><th>Vehicle</th><th>Vehicle Count</th></tr></thead><tbody><tr><td>USA</td><td>2018</td><td>2018</td><td>GOLF GTI</td><td>2</td></tr><tr><td>CAN</td><td>2018</td><td>2018</td><td>GOLF GTI</td><td>1</td></tr></tbody></table>	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2018	2018	GOLF GTI	2	CAN	2018	2018	GOLF GTI	1
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count												
USA	2018	2018	GOLF GTI	2												
CAN	2018	2018	GOLF GTI	1												
Problem Description	<p>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.</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. <p>The Vehicle Identification Number (VIN) printed on the certification label may not match the VIN stamped on the vehicle. This is noncompliant with regulatory requirements. If the stamped vehicle identification number (VIN) does not match the VIN on the Vehicle Certification Label, owners may be unable to tell if their vehicle is under an important safety recall, possibly exposing them to an increased risk of a crash, fire or injury.</p>															
Corrective Action	Replace certification label.															
Code Visibility	On or about July 09, 2020, the campaign code will be applied to affected vehicles.															
Owner Notification	Owner notification will take place in July 2020. Owner letter examples are included in this bulletin for your reference.															
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALL:</p> <p><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.</p> <p><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.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers.</u></p> <p>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.</p>															

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. ©2020 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Label Ordering Information

Initial Allocation:
NO

Due to the small number of affected vehicles there will be no label allocation.

Label Ordering:
Compliance Label
Ordering Portal

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.

- **Labels must be ordered by VIN through the Compliance Label Ordering Portal on www.vwclub.com.**
- **Since these labels are VIN-specific, it may take a day or two to receive the label. Please schedule your customer accordingly.**

Criteria	Part Number	Quantity	Part Description
01	7D0000279B	1	Safety certification label
<i>NOTE: Labels are provided free of charge</i>			

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	01E7 (Number 0, not letter O)		
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	<p>Do not claim wash/loaner under this action</p> <p>U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.</p> <p>Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.</p>		
Criteria I.D.	01		
	LABOR		
	Labor Op	Time Units	Description
	0105 35 99	20	Document existing safety certification label
	0105 23 99	10	Install safety certification label
	<i>NOTE: Labels are provided free of charge</i>		

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 20V372

Subject: Safety Recall 01E7 – Certification Label

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 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The Vehicle Identification Number (VIN) printed on the Federal certification label may not match the VIN on the vehicle. This is noncompliant with the requirements of 49 CFR Part 567, "Certification." If the stamped vehicle identification number (VIN) does not match the VIN on the Vehicle Certification Label, owners may be unable to tell if their vehicle is under an important safety recall, possibly exposing them to an increased risk of a crash, fire or injury.

What will we do? To correct this defect, your authorized Volkswagen dealer will replace the certification label on your vehicle. Your dealer will need to order this label especially for your vehicle. Once the dealer has the label, the work will take less than one hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

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: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Transport Canada Recall: 2020-286

Subject: Safety Recall 01E7 – Certification Label

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The Vehicle Identification Number (VIN) printed on the certification label may not match the VIN stamped on the vehicle. This is noncompliant with regulatory requirements. If the stamped vehicle identification number (VIN) does not match the VIN on the Vehicle Certification Label, owners may be unable to tell if their vehicle is under an important safety recall, possibly exposing them to an increased risk of a crash, fire or injury.

What will we do? To correct this defect, your authorized Volkswagen dealer will replace the certification label on your vehicle. Your dealer will need to order this label especially for your vehicle. Once the dealer has the label, the work will take less than one hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

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 letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, 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

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

Campaign/Action	Start	Designation
	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

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.

CRITICAL REPAIR STEP



If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

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.

Section B – Repair Procedure



- Open the driver front door.
- Locate the “Safety Certification” label on the lower B-pillar.

CRITICAL REPAIR STEPS



1. TAKE A CLEAR PHOTO OF THE EXISTING SAFETY CERTIFICATION LABEL.
2. ALL TEXT MUST BE CLEARLY VISIBLE.
3. CREATE A VTA WEB CONTACT AND ATTACH THE PHOTO TO THE CASE.
4. IF THE PHOTO IS NOT DOCUMENTED, THE CLAIM WILL NOT BE PAID.

- Clean the surface of the existing label.
- Peel the new label off the backing paper.
- Affix the new label over the existing label.
- 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 new label.
- The new label MUST cover the existing label completely.
- Handle the new 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).