



Compliance Recall - USA

Code: 44R2

Subject	Tire Pressure Monitoring System (TPMS) Wheel Sensors														
Release Date	May 25, 2021														
Affected Vehicles	<table><tr><th>Country</th><th>Beginning Model Year</th><th>Ending Model Year</th><th>Vehicle</th><th>Vehicle Count</th></tr><tr><td>USA</td><td>2021</td><td>2021</td><td>ARTEON</td><td>149</td></tr></table>					Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2021	2021	ARTEON	149
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USA	2021	2021	ARTEON	149											
	<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.														
Problem Description	It is possible that incorrectly calibrated Tire Pressure Monitoring System (TPMS) sensors were installed on affected vehicles. If incorrectly calibrated TPMS sensors are present, the TPMS system may not be able to detect the position of each wheel sensor after a tire rotation (i.e.: wheels/tires moved from rear to front) and may misidentify a tire with low air pressure, increasing the risk of a crash. This issue can also make the TPMS non-compliant with FMVSS 138, Tire Pressure Monitoring System.														
Corrective Action	Install a repair kit containing new TPMS sensors.														
Precautions	If a loss of tire pressure occurs, it is possible that the TPMS system will not correctly identify the position of that tire. However, in a situation where a tire pressure loss is detected, the driver will still be alerted to the condition by a telltale in the instrument cluster. According to the information in the owner's manual, if the tire pressure warning telltale illuminates, all tire pressures should be checked.														
Code Visibility	On or about May 25, 2021 the campaign code will be applied to affected vehicles.														
Owner Notification	Owner notification will take place in May 2021. 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 RECALLS</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</u> delivery to consumers.</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.vwhub.com.</p>														

Parts Information

Parts Control Type:**VIN to Order**

If parts are needed to support a vehicle repair:

- US Dealers - use AVA

Initial Allocation:**NO**

There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.

Repair Projection Tool:**(right click to open)**

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	5Q0-998-270-D	REPAIR KIT	VIN to Order

**NOTE**

The specified part numbers reflect the status at the start of this action. 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.

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.

Service Number	44R2		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark REPAIR KIT* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action <u>U.S.A.:</u> 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.		
Criteria I.D.	01		
	LABOR		
	Labor Op	Time Units	Description
	4432 55 99	150	Replace TPMS sensors
	PARTS		
	Quantity	Part Number	Description
	1.00	5Q0998270D	REPAIR KIT*
	Outside Material		
	Quantity	Part Number	Max. Dollar Amount
	As Required	BALANCEWEIGHTS	\$20.00

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: 21V274

Subject: Compliance Recall 44R2 - Tire Pressure Monitoring System (TPMS) Wheel Sensors

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 2021 model year Volkswagen Arteon vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 138, *Tire Pressure Monitoring System*. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? It is possible that incorrectly calibrated Tire Pressure Monitoring System (TPMS) sensors were installed on affected vehicles. If incorrectly calibrated TPMS sensors are present, the TPMS system may not be able to detect the position of each wheel sensor after a tire rotation (i.e.: wheels/tires moved from rear to front) and may misidentify a tire with low air pressure, increasing the risk of a crash. This issue can also make the TPMS non-compliant with FMVSS 138, Tire Pressure Monitoring System.

What will we do? To correct this noncompliance, your authorized Volkswagen dealer will install a repair kit containing new TPMS sensors. This work will take about two hours 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.

Precautions you should take If a loss of tire pressure occurs, it is possible that the TPMS system will not correctly identify the position of that tire. However, in a situation where a tire pressure loss is detected, the driver will still be alerted to the condition by a telltale in the instrument cluster. According to the information in the owner's manual, if the tire pressure warning telltale illuminates, all tire pressures should be checked. See your vehicle owner's manual for more information on the TPMS system.

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.

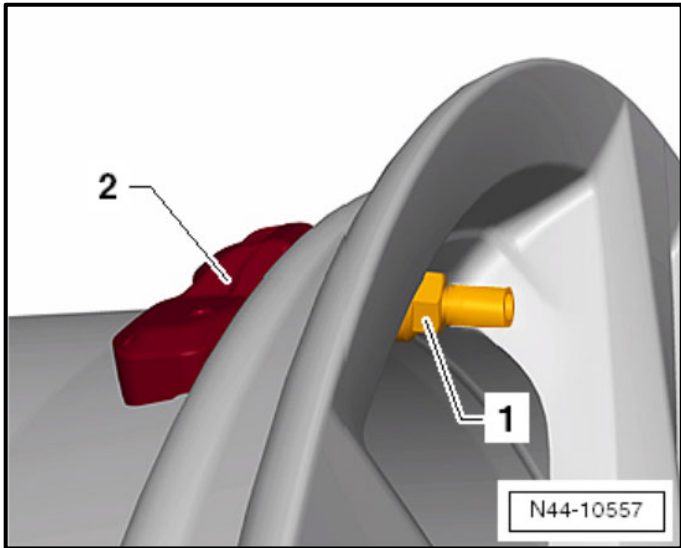
If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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,

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. ©2021 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Repair Overview



- Replace TPMS sensor on all four wheels.

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 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.

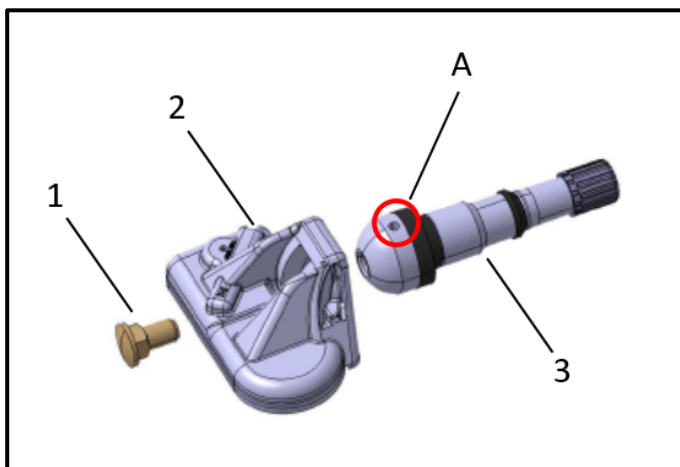
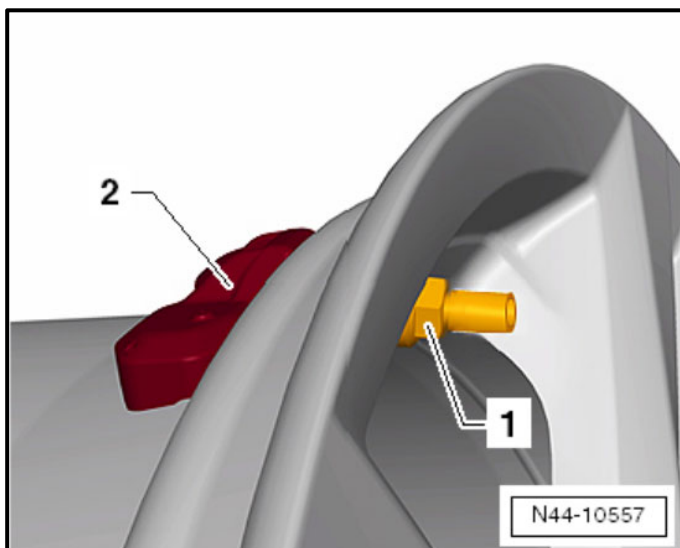
CRITICAL REPAIR STEP

 **STOP!** 

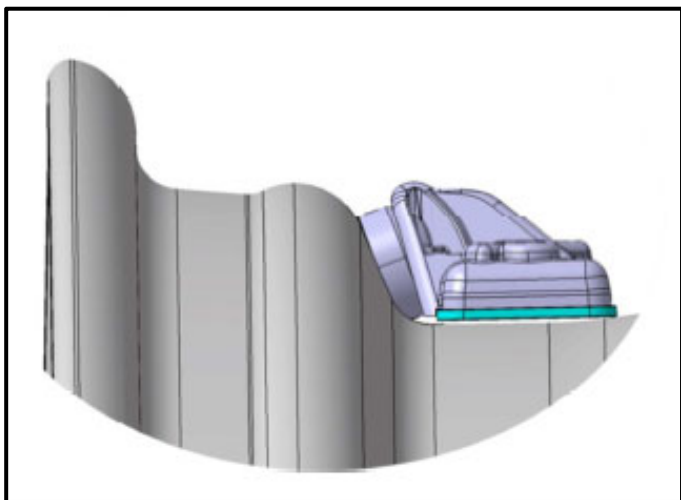
If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

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

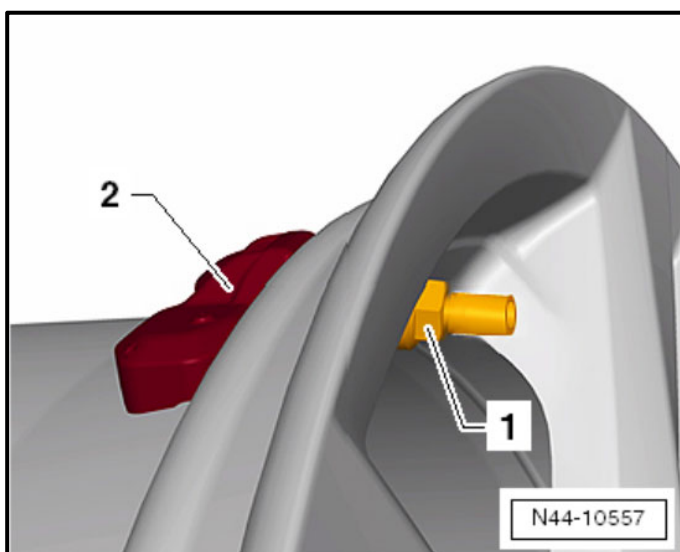
Section B – Repair Procedure



- The TPMS sensor must be replaced on each wheel.
- The TPMS sensor on the spare tire does not have to be replaced.
- Only the sensors on factory installed wheels require replacement.
- Remove the tire from the wheel in accordance to your dealership's tire changing equipment.
- Follow all necessary safety guidelines in accordance to your dealership's tire changing and wheel balancer equipment.
- Mark the installation position of the tire on the wheel.
- Dismount the tire.
- Remove nut <1>.
- Remove TPMS sensor <2>.
- Clean the valve hole.
- Install square head bolt <1> into TPMS sensor <2>.
- Screw valve stem <3> onto bolt <1> hand tight.
- A 2 mm drill bit (or equivalent) can be inserted into hole <A> when tightening valve stem <3>.
- Ensure the hole <A> is facing outward once assembly of the TPMS sensor is complete.



- Install TPMS assembly into the valve hole.
- When installing the TPMS sensor:
 - Ensure the seal is fully seated in the valve hole.
 - Ensure the leading and trailing edges of the sensor are not touching the wheel.
 - Adjust the angle of the valve stem to the TPMS sensor as needed.



- Counterhold the valve stem using the 2 mm drill bit (or equivalent).
- Install nut <1> and torque to 4 Nm.
- Do not overtighten!!
- The TPMS sensor <2> must not have any play when installed.
- Remount and balance the tire.
- Inflate tires according to the "Tire and Loading Information" label located on the B-pillar.
- Reinstall the wheel and torque lug bolts to 140 Nm.

NOTE

The wheel electronics automatically adapts within 10 minutes driving time and a speed of > 35 km/h.

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.