



Safety Recall

Code: 97FR

Subject Engine Compartment Fuse Box Relays

Release Date August 13, 2021

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	ATLAS	9
USA	2021	2021	ATLAS CROSS SPORT	24
CAN	2021	2021	ATLAS	12
CAN	2021	2021	ATLAS CROSS SPORT	2

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 only valid campaign inquiry & verification source.

- ✓ 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

Relays in the engine compartment fuse box may have been pre-damaged. Damage to the relay may cause a reduced clearance between the electrical contacts of the relay potentially causing inadvertent electrical contact within the relay and unintended operation of the vehicle components, in this case the vehicle horn and/or the engine starter. A starter and/or horn which activates by itself, and is not detected by the customer, may present a risk of fire due to overheating during extended operation.

Corrective Action

Inspect the relays in the engine compartment fuse panel. If the suspect date code is found, replace the relay.

Precautions

If this condition is present in the vehicle, the horn may activate by itself and may sound continuously.

Code Visibility

On or about August 13, 2021, the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in August 2021. 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 RECALL:

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.vwhub.com.*

Parts Information (if necessary)

CRITICAL PARTS INFORMATION



Do not order the following parts unless they are absolutely needed! Less than 30 relays are expected to be needed for the entire population of vehicles. Ordering parts unnecessarily will cause delays.

Parts Control Type:
Free Order

Parts will be managed by Free Order

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	Up to 4	4H0-951-253-C	RELAY	Free 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.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

Service Number	97FR		
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 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. 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		
	Inspect relays in underhood fuse panel. All relays are ok. No further work required.		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	30	Inspect relays, no further work required
OR	Inspect relays in underhood fuse panel. One or more relays require replacement.		
	LABOR		
	Labor Op	Time Units	Description
	9710 55 99	30	Inspect relays, replace affected relays
	PARTS		
	Quantity	Part Number	Description
	Up to 4.00	4H0951253C	RELAY

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.

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: 21V616

Subject: Safety Recall 97FR -Engine Compartment Fuse Box Relays

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 2021 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Relays in the engine compartment fuse box may have been pre-damaged. Damage to the relay may cause a reduced clearance between the electrical contacts of the relay potentially causing inadvertent electrical contact within the relay and unintended operation of the vehicle components, in this case the vehicle horn and/or the engine starter. A starter and/or horn which activates by itself, and is not detected by the customer, may present a risk of fire due to overheating during extended operation.

What will we do? To correct this defect, your authorized Volkswagen dealer will inspect and, if necessary, replace the affected relay(s). This work will take about an 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.

Precautions you should take If this condition is present in the vehicle, the horn may activate by itself and may sound continuously.

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:

Subject: Safety Recall 97FR -Engine Compartment Fuse Box Relays

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? Relays in the engine compartment fuse box may have been pre-damaged. Damage to the relay may cause a reduced clearance between the electrical contacts of the relay potentially causing inadvertent electrical contact within the relay and unintended operation of the vehicle components, in this case the vehicle horn and/or the engine starter. A starter and/or horn which activates by itself, and is not detected by the customer, may present a risk of fire due to overheating during extended operation.

What will we do? To correct this defect, your authorized Volkswagen dealer will inspect and, if necessary, replace the affected relay(s). This work will take about an 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.

Precautions you should take If this condition is present in the vehicle, the horn may activate by itself and may sound continuously.

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.

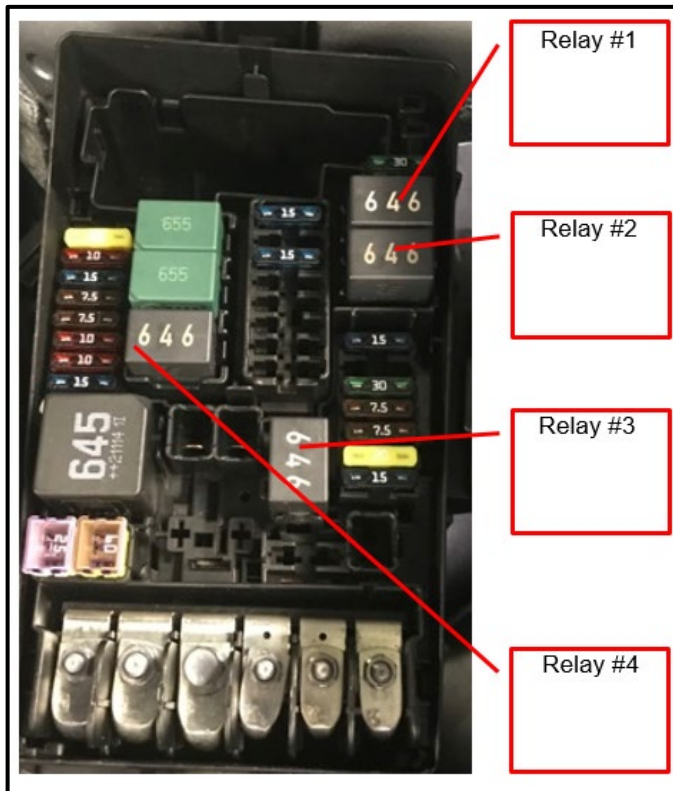
Can we assist you further? If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at www.vw.ca.

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 Overview



- Check relays in the SB fuse panel and replace if necessary.

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.

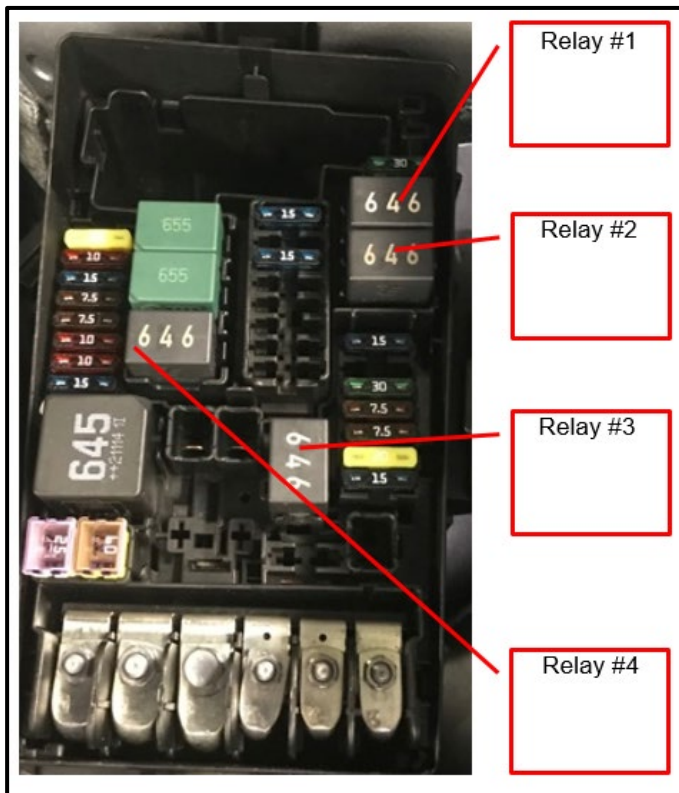
CRITICAL REPAIR STEP



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



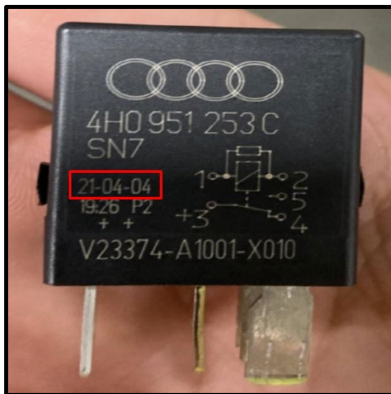
- Turn off the ignition and remove the key from the vehicle.
- Open the SB fuse panel cover under the hood.
- Check the “646” relays located in the SB fuse panel according to the map shown.

NOTE

Depending on vehicle equipment, relay #4 may not be present.

- Remove each relay listed in the relay map (one at a time). When removing the relay, pull straight up. Do not wiggle the relay.
- Check the date code on the relay.
- If the date code is 21-04-04, replace the relay.
- If the date code is not 21-04-04, reinstall the relay.
- Once all relays are reinstalled or replaced, wait five minutes before turning on the ignition.

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.