



# Safety Recall

## Code: 51H5

Subject	Roof Reinforcement																			
Release Date	November 19, 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>2018</td><td>2018</td><td>TIGUAN LWB</td><td>2</td></tr><tr><td>CAN</td><td>2018</td><td>2018</td><td>TIGUAN LWB</td><td>1</td></tr></table> <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 &amp; verification source.</p> <ul style="list-style-type: none"><li>✓ Campaign status must show “open.”</li><li>✓ 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.</li></ul>					Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2018	2018	TIGUAN LWB	2	CAN	2018	2018	TIGUAN LWB	1
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count																
USA	2018	2018	TIGUAN LWB	2																
CAN	2018	2018	TIGUAN LWB	1																
Problem Description	<p>Vehicles included in this recall may have been repaired after having sustained roof damage with an unapproved roof reinforcement replacement part.</p> <p>If the vehicle was repaired with an incorrect roof reinforcement replacement part, there is the risk that, in the event of a severe crash, the roof frame deformation could be higher and the functionality of the restraint systems, such as head curtain airbags, can be influenced. This may lead to the increased risk of injury to vehicle occupants in the event of a severe crash.</p>																			
Corrective Action	Replace the incorrect roof reinforcement replacement part with the correct part.																			
Code Visibility	On or about November 19, 2021, the campaign code will be applied to affected vehicles.																			
Owner Notification	Owner notification will take place in November 2021. Owner letter examples are included in this bulletin for your reference.																			
Additional Information	<p><b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b></p> <p><b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALL:</b></p> <p><b><u>New Vehicles in Dealer Inventory:</u></b> 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><b><u>Pre-Owned Vehicles in Dealer Inventory:</u></b> 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 <a href="http://www.vwclub.com">www.vwclub.com</a>.</p>																			

## Parts Information

**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.

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	5NN-817-287	SUPPORT	Free Order
	1	5NL-817-101-C	ROOF	Free Order
	See ETKA/ELSA		All one time use fasteners, sealants, ancillary parts, etc...	

### 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.

<b>Service Number</b>	51H5			
<b>Damage Code</b>	0099			
<b>Parts Vendor Code</b>	WWO			
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90			
<b>Causal Indicator</b>	Mark SUPPORT* as causal part			
<b>Vehicle Wash/Loaner</b>	<p>Do not claim wash/loaner under this action</p> <p><b>U.S.A.:</b> 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><b>Canada:</b> Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.</p>			
<b>Criteria I.D.</b>	01			
	<b>NOTE: All claims will stop for review</b>			
	<b>LABOR</b>			
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>	
	SEE ELSA	SEE ELSA	As required per ELSA if any portion of the repair is performed at the dealership	
	0150 00 00	Time stated on diagnostic protocol	GFF operations (if required)	
	<b>PARTS</b>			
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>	
	1.00	5NN817287	SUPPORT*	
	1.00	5NL817101C	ROOF	
	See ELSA/ETKA		All one time use fasteners, sealants, ancillary parts, etc...	
	<b>OUTSIDE LABOR/MATERIAL (if required)</b>			
	<b>Quantity/Time</b>	<b>Part Number</b>	<b>Description</b>	<b>Amount</b>
	As Needed	As Needed	Paint materials and labor	Per body shop invoice

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:** 21V-732

**Subject: Safety Recall 51H5 - Roof Reinforcement**

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

**What is the issue?** Vehicles included in this recall may have been repaired after having sustained roof damage with an unapproved roof reinforcement replacement part.

If the vehicle was repaired with an incorrect roof reinforcement replacement part, there is the risk that, in the event of a severe crash, the roof frame deformation could be higher and the functionality of the restraint systems, such as head curtain airbags, can be influenced. This may lead to the increased risk of injury to vehicle occupants in the event of a severe crash.

**What will we do?** To correct this defect, your authorized Volkswagen dealer will replace the incorrect roof reinforcement part with the correct part. This work could take up to a week or more 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](http://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](http://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](http://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

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 (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:** 2021-580

**Subject: Safety Recall 51H5 - Roof Reinforcement**

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?** Vehicles included in this recall may have been repaired after having sustained roof damage with an unapproved roof reinforcement replacement part.

If the vehicle was repaired with an incorrect roof reinforcement replacement part, there is the risk that, in the event of a severe crash, the roof frame deformation could be higher and the functionality of the restraint systems, such as head curtain airbags, can be influenced. This may lead to the increased risk of injury to vehicle occupants in the event of a severe crash.

**What will we do?** To correct this defect, your authorized Volkswagen dealer will replace the incorrect roof reinforcement part with the correct part. This work could take up to a week or more 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.

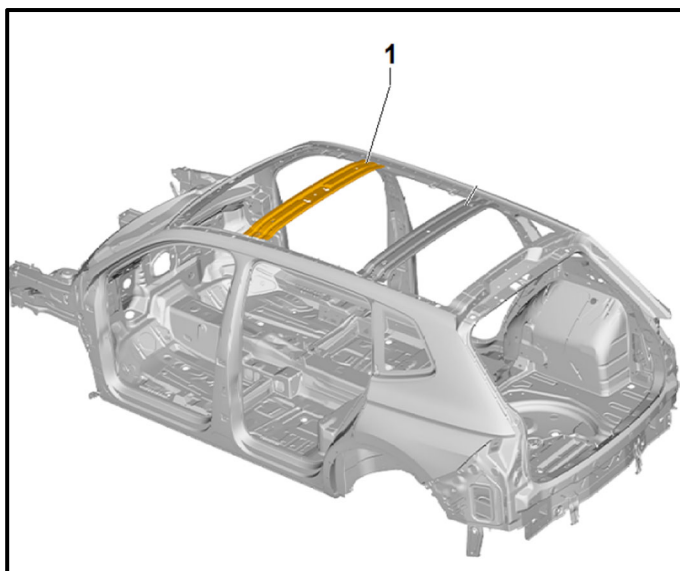
**Can we assist you further?** If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at [www.vw.ca](http://www.vw.ca).

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

## Section B – Repair Procedure



- Replacing roof reinforcement <1> also requires replacing the roof.

Part Number	Part Description
5NL-817-101-C	Roof
5NN-817-287	Roof reinforcement

- Work with your preferred body shop to have the repairs completed.

### **⚠ CRITICAL REPAIR STEP**



If repairs will be performed by a third party body shop, an estimate for the repairs **MUST** be submitted for review prior to starting repairs.

Once the estimate is approved, your dealer will be notified that repairs can be performed.

Please allow 2 business days for review.

#### **PRIOR TO BEGINNING REPAIRS:**

- U.S. Dealers: Complete Campaign Authorization through WISE and attach copies of estimate from body shop for review.
- Canadian Dealers: Dealers must submit estimate for review with their respective Paint and Corrosion Specialist AND Campaign team prior to starting a repair.

- Ensure all one time use fasteners are replaced.

**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.