



# Compliance Recall

## Code: 09D9

**Subject** "Load Carrying Capacity Reduced" Label

**Release Date** March 31, 2022

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2018	2021	ATLAS	3,035
USA	2020	2021	ATLAS CROSS SPORT	613

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**

Vehicles affected by this recall are equipped with accessory side steps, and are missing the yellow GVWR Load Carrying Capacity Reduced label that should have been installed at the same time the accessory side steps were installed. Without the label present for reference, someone could overload the vehicle by 20.5 kg/45 lb. Overloading a vehicle may increase the risk of a crash.

**Corrective Action**

Install the required yellow "Load Carrying Capacity Reduced" label.

**Code Visibility**

On or about March 31, 2022, the campaign code will be applied to affected vehicles.

**Owner Notification**

Owner notification will take place in March 2022. 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**

**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](http://www.vwhub.com).

## Label Ordering Information

**Initial Allocation:**  
**YES**

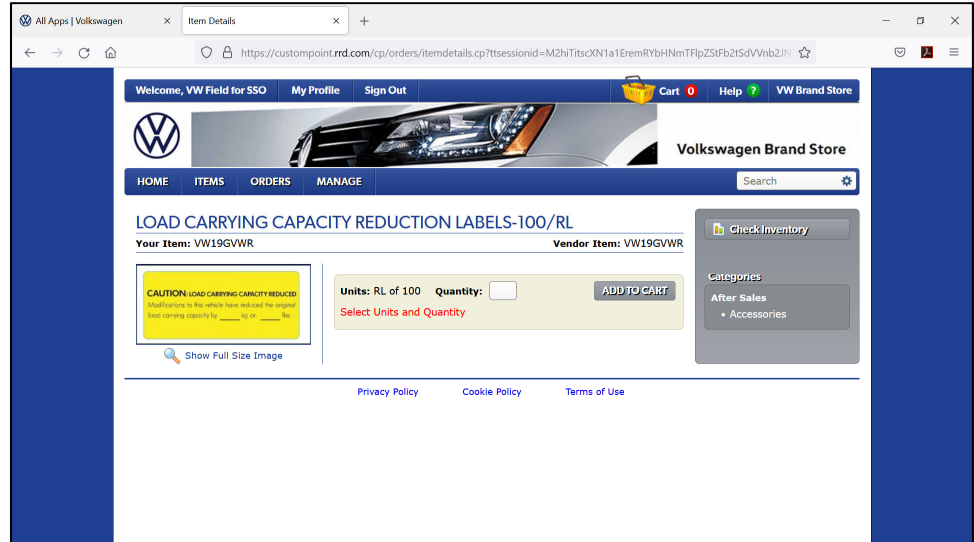
Dealers will be sent an initial allocation of one roll of labels prior to customer notification.

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



**Label Ordering:**  
**VW Brand Store**

If additional labels are needed, item number **VW19GVWR** can be ordered through the VW Brand Store found on [vwhub.com](http://vwhub.com).  
Labels are provided in rolls of 100.



## 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.

<b>Service Number</b>	09D9		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	WWO		
<b>Claim Type</b>	Sold vehicle: 7 X1 Unsold vehicle: 7 X9		
<b>Causal Indicator</b>	Mark labor as causal		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action  <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.		
<b>Criteria I.D.</b>	01		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0132 00 99	10	Fill out and apply Load Carrying Capacity Reduced Label
	<i>Do not enter the label on the claim</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:** 22V086

**Subject: Compliance Recall 09D9 - “Load Carrying Capacity Reduced” 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 certain 2018-2021 model year Volkswagen vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 110 *Tire Selection and Rims*. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** Vehicles affected by this recall are equipped with accessory side steps, and are missing the yellow GVWR “Load Carrying Capacity Reduced” label that should have been installed at the same time the accessory side steps were installed. Without the label present for reference, someone could overload the vehicle by 20.5 kg/45 lb. Overloading a vehicle may increase the risk of a crash.
- What will we do?** To correct this noncompliance, your authorized Volkswagen dealer will install the required yellow “Load Carrying Capacity Reduced” label. This work will take just a few minutes 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.

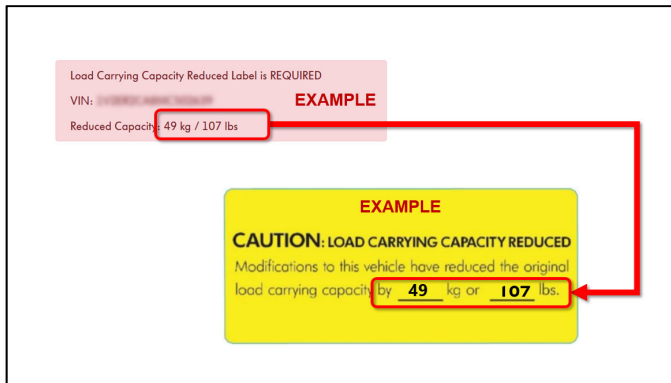
If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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

## Repair Overview



- Fill out the “Load Carrying Capacity Reduced Label” and apply it on the B-pillar.

### 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 ← <b>2</b>	Open ← <b>1</b>

**EXAMPLE**

Campaign/Action	Start	Designation
→ <b>3</b>	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.

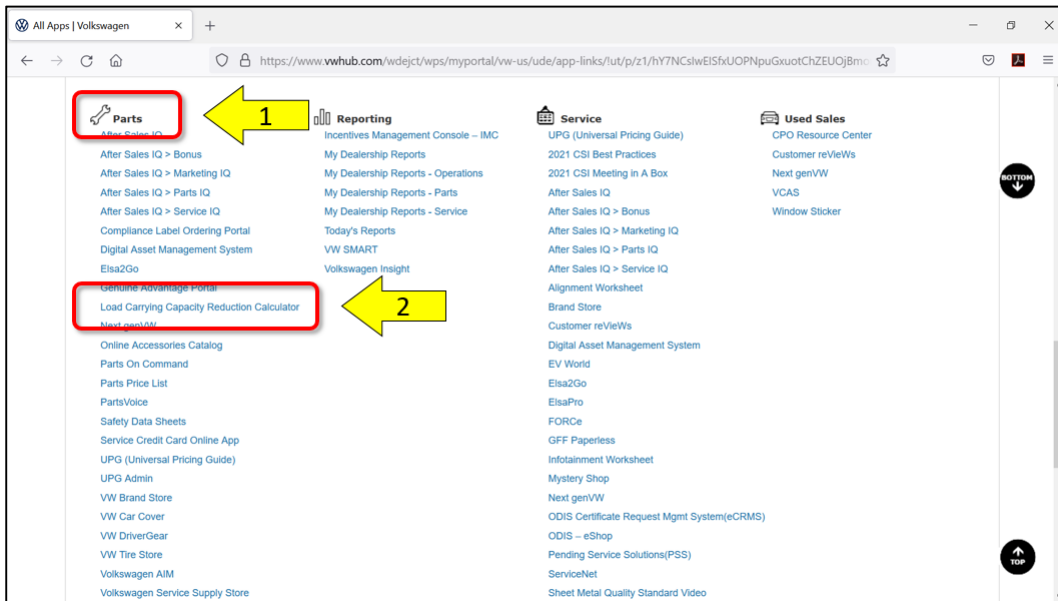
- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

## Section B – Repair Procedure

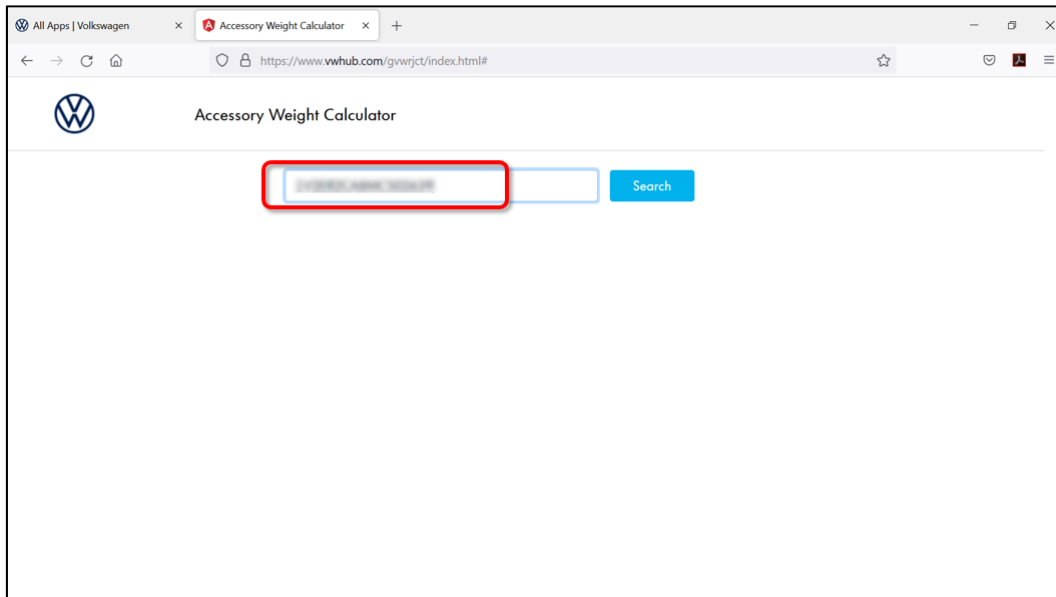
### NOTE

The reduced capacity weights must be determined using the Accessory Weight Calculator found on vwhub.com.

- Open vwhub.com.
- Under the **Parts** section <arrow 1>, locate **Load Carrying Capacity Reduction Calculator** <arrow 2>.



- Enter the vehicles VIN.



- The Reduced Capacity weights are shown in the red highlighted area <arrow>.

**NOTE**

If additional, dealer installed accessories are installed or are being installed at the time of new vehicle sale, refer to Communication VSE-20-01 to understand your responsibility to comply with FMVSS no. 110 Standard. VSE-20-01 can be found on ServiceNet > Technician References > Accessories

- Record the “Reduced Capacity” weights from the Accessory Weight Calculator on the Load Carrying Capacity Reduced Label using a permanent black marker.





#### Apply label to driver side B-pillar:

- **The Load Carrying Capacity Reduced Label <1> must be placed on the B-pillar within one inch of the Tire and Loading Information label <2>.**
- Clean the surface of the B-pillar with isopropyl alcohol prior to applying the label.
- Ensure minimal air bubbles are created when installing the new label.

#### NOTE

- The surface of the B-pillar must be clean, dry, and free from oil residue prior to applying the Load Carrying Capacity Reduced Label.
- The Load Carrying Capacity Reduced Label must not cover any other existing label.
- Handle the replacement 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).