



# Safety Recall

## Code: 10H5

<b>Subject</b>	Engine Design Cover																									
<b>Release Date</b>	March 22, 2022																									
<b>Affected Vehicles</b>	<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>2022</td><td>2022</td><td>GOLF GTI</td><td>3,404</td></tr><tr><td>USA</td><td>2022</td><td>2022</td><td>GOLF R</td><td>865</td></tr><tr><td>CAN</td><td>2022</td><td>2022</td><td>GOLF GTI</td><td>540</td></tr><tr><td>CAN</td><td>2022</td><td>2022</td><td>GOLF R</td><td>508</td></tr></tbody></table> <p><i>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.</i></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	2022	2022	GOLF GTI	3,404	USA	2022	2022	GOLF R	865	CAN	2022	2022	GOLF GTI	540	CAN	2022	2022	GOLF R	508
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<b>Problem Description</b>	In specific driving maneuvers with extreme high accelerating forces, the engine design cover may come loose. A loose engine design cover may come in contact with hot surfaces in the engine compartment. This may lead to melting of the cover material. Melted material that may come in contact with extremely hot surfaces (such as the exhaust turbo charger) could lead to a fire in the engine compartment.																									
<b>Corrective Action</b>	To address the safety defect, authorized Volkswagen dealers will remove the engine design cover from the vehicle.  At a future date, once updated engine design covers become available, Volkswagen will notify owners under a separate Service Action campaign and provide a replacement cover free of charge.																									
<b>Precautions</b>	If the cover has come loose, owners may notice a burning smell coming from the engine compartment or when opening the hood, or may recognize that the engine design cover has moved out of its position. Customers experiencing this issue should remove the cover themselves if it is safe to do so (engine compartment can be hot), or make an appointment right away with an authorized Volkswagen dealer to have the cover removed. A removed engine design cover should be brought to the dealer for proper disposal.																									
<b>Code Visibility</b>	On or about March 22, 2022, the campaign code will be applied to affected vehicles.																									
<b>Owner Notification</b>	Owner notification will take place in March 2022. Owner letter examples are included in this bulletin for your reference.																									
<b>Additional Information</b>	<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>																									

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

## 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>	10H5		
<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 labor as causal		
<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>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	1083 53 99	10	Remove engine cover

## 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:** 22V163

**Subject: Safety Recall 10H5 - Engine Design Cover**

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 2022 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

<b>What is the issue?</b>	In specific driving maneuvers with high accelerating forces, the engine design cover may come loose. A loose engine design cover may come in contact with hot surfaces in the engine compartment. This may lead to melting of the cover material. Melted material that may come in contact with extremely hot surfaces (such as the exhaust turbo charger) could lead to a fire in the engine compartment.
<b>What will we do?</b>	<p>To correct the safety defect, authorized Volkswagen dealers will remove the engine design cover from the vehicle. This work will be performed for you free of charge, and will take a few minutes to complete. 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.</p> <p>At a future date, once updated engine design covers become available, Volkswagen will notify owners via first-class mail under a separate Service Action campaign and provide a replacement cover free of charge.</p>
<b>What should you do?</b>	Please contact your authorized Volkswagen dealer without delay to schedule this recall work. To set up an appointment online, please visit <a href="http://www.vw.com/find-a-dealer">www.vw.com/find-a-dealer</a> .
<b>Precautions you should take</b>	If the cover has come loose, owners may notice a burning smell coming from the engine compartment or when opening the hood, or may recognize that the engine design cover has moved out of its position. Customers experiencing this issue should remove the cover themselves if it is safe to do so (engine compartment can be hot), or make an appointment right away with an authorized Volkswagen dealer to have the cover removed. A removed engine design cover should be brought to the dealer for proper disposal.
<b>Lease vehicles and address changes</b>	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.
<b>Reimbursement of Expenses</b>	If you have previously paid for repairs relating to the condition described in this letter, please refer to the enclosed form that explains how to request reimbursement.
<b>Can we assist you further?</b>	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 <a href="http://www.vw.com/contact">www.vw.com/contact</a> or by calling us at 800-893-5298.
<b>Checking your vehicle for open Recalls and Service Campaigns</b>	To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit <a href="http://www.vw.com/owners/recalls">www.vw.com/owners/recalls</a> 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:** 2022-122

**Subject: Safety Recall 10H5 - Engine Design Cover**

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?** In specific driving maneuvers with high accelerating forces, the engine design cover may come loose. A loose engine design cover may come in contact with hot surfaces in the engine compartment. This may lead to melting of the cover material. Melted material that may come in contact with extremely hot surfaces (such as the exhaust turbo charger) could lead to a fire in the engine compartment.
- What will we do?** To correct the safety defect, authorized Volkswagen dealers will remove the engine design cover from the vehicle. This work will be performed for you free of charge, and will take a few minutes to complete. 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.
- At a future date, once updated engine design covers become available, Volkswagen will notify owners via first-class mail under a separate Service Action campaign and provide a replacement cover free of charge.
- What should you do?** Please contact your authorized Volkswagen dealer without delay to schedule this recall work.
- Precautions you should take** If the cover has come loose, owners may notice a burning smell coming from the engine compartment or when opening the hood, or may recognize that the engine design cover has moved out of its position. Customers experiencing this issue should remove the cover themselves if it is safe to do so (engine compartment can be hot), or make an appointment right away with an authorized Volkswagen dealer to have the cover removed. A removed engine design cover should be brought to the dealer for proper disposal.
- 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.
- Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, please refer to the enclosed form that explains how to request reimbursement.
- 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

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. ©2022 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

## 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.**

#### **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.

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. ©2022 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

## Section B – Repair Procedure



- Pull the engine cover off the ball pins one after the other. Do not pull sharply on the engine cover or pull it to one side.
- Render the engine cover unusable and dispose of the engine cover.

**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.