



Safety Recall

Code: 10X5

Subject Engine Cover

Document History

| Date | Summary |
|------------|-----------------------|
| 02/22/2025 | Owner letters updated |
| 02/19/2025 | Original publication |

Affected Vehicles

| Country | Beginning Model Year | Ending Model Year | Vehicle | Vehicle Count |
|---------|----------------------|-------------------|-------------------|---------------|
| USA | 2024 | 2025 | ATLAS | 115,310 |
| USA | 2024 | 2025 | ATLAS CROSS SPORT | 62,183 |
| CAN | 2024 | 2025 | ATLAS | 14,712 |
| CAN | 2024 | 2025 | ATLAS CROSS SPORT | 6,213 |

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

If the engine cover is not installed properly after vehicle service, the engine cover may come loose and come into contact with extremely hot surfaces in the engine compartment.

An improperly installed engine cover may come into 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. If this occurs, owners may notice a burning smell coming from the engine compartment or when opening the hood, or they may recognize that the engine cover has been moved out of its proper position.

Corrective Action

Remove the engine cover.

Precautions

If the cover has come loose, customers may notice a burning smell coming from the engine compartment or when opening the hood, or may recognize that the engine cover has been moved out of its position. Customers with vehicle concerns should contact an authorized Volkswagen dealer.

Code Visibility

On February 19, 2025, the campaign code was applied to affected vehicles.

Owner Notification

Owner notification will take place in March 2025. 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.*

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 a customer declines campaign work, refer to the "Customer Declines Campaign/Update Repair" section in the Campaign/Update Policy and Procedures Manual.

| | | | |
|----------------------------|---|-------------------|---------------------|
| Service Number | 10X5 | | |
| 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. Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the current loaner/mobility 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 |
| | 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: 25V100

Subject: Safety Recall 10X5 - Engine 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 2024-2025 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

If the engine cover is not installed properly after vehicle service, the engine cover may come loose and come into contact with extremely hot surfaces in the engine compartment.

An improperly installed engine cover may come into 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. If this occurs, owners may notice a burning smell coming from the engine compartment or when opening the hood, or they may recognize that the engine cover has been moved out of its proper position.

What will we do?

To correct this defect, your authorized Volkswagen dealer will remove the engine cover from your vehicle. This work will take less than 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 work, 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 work. To set up an appointment online, please visit www.vw.com/find-a-dealer.

Precautions you should take:

If the cover has come loose, you may notice a burning smell coming from the engine compartment or when opening the hood, or may recognize that the engine cover has been moved out of its position. Customers with vehicle concerns should contact an authorized Volkswagen dealer.

Additional Information

- 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 your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, 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.
- 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>.
- 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 have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

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: 2025-079

Subject: Safety Recall 10X5 - Engine 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?

If the engine cover is not installed properly after vehicle service, the engine cover may come loose and come into contact with extremely hot surfaces in the engine compartment.

An improperly installed engine cover may come into 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. If this occurs, owners may notice a burning smell coming from the engine compartment or when opening the hood, or they may recognize that the engine cover has been moved out of its proper position.

What will we do?

To correct this defect, your authorized Volkswagen dealer will remove the engine cover from your vehicle. This work will take less than 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 work, 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 work.

Precautions you should take:

If the cover has come loose, you may notice a burning smell coming from the engine compartment or when opening the hood, or may recognize that the engine cover has been moved out of its position. Customers with vehicle concerns should contact an authorized Volkswagen dealer.

Additional Information

- 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 your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, 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.
- If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

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



- Remove engine cover.

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.

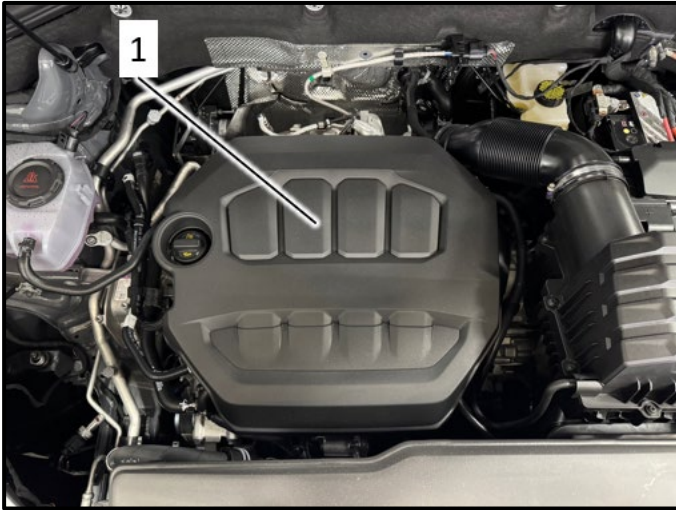
CRITICAL REPAIR STEP



All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

Proceed to Section B

Section B – Repair Procedure



- Pull the engine cover <1> 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.