

Service Action – USA Only

Code: 01A6

Subject	Vehicle Safety Certification Label
Release Date	July 01, 2015
Affected Vehicles	<p>U.S.A.: 2015 MY e-Golf</p> <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 & verification source.</i></p> <ul style="list-style-type: none"> ✓ 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	During production, vehicle loading information was not printed onto the vehicle safety certification label for the affected vehicles.
Corrective Action	Install an overlay containing the correct information onto the existing vehicle safety certification label.
Parts Information	<p>A supply of overlay labels will be sent to dealers with affected inventory prior to launch. Additional labels can be ordered through the Compliance Label Ordering Portal on vwclub.com. Please have the VIN(s) you are ordering for available when you place your order.</p> <p>Dealers should ensure that, as necessary, an order for the correct label is placed <u>once this repair is scheduled</u> for each customer. This will help ensure that correct label is on hand at the dealership when the customer’s vehicle is presented for service, and help avoid the need for the customer to return at a later date to have the label installed.</p>
Code Visibility	<p>On or about July 01, 2015, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vwclub.com & OMD Web/VIM). A list will not be posted for dealers who do not have any affected vehicles.</p> <p>On or about July 01, 2015, this campaign code will show open on affected vehicles in Elsa.</p> <p>On or about July 01, 2015, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.vw.com.</p>
Owner Notification	Owner notification will take place on or about July 01, 2015. An owner letter example is included in this bulletin for your reference.
Campaign Expiration Date	This campaign expires on December 31, 2020 . Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal parts and labor cost associated with this repair will apply.
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</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 www.vwclub.com.</p>

Claim Entry Instructions

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.

Service Number	01A6 (Number zero, not letter O)								
Damage Code	0099								
Parts Vendor Code	WWO								
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90								
Vehicle Wash/Loaner	Do not claim wash/loaner under this action								
Criteria I.D.	01								
	Install Vehicle Safety Certification Label Overlay Labor operation: 0105 23 99 10 T.U. OUTSIDE MATERIAL <table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th><th>Amount</th></tr></thead><tbody><tr><td>1</td><td>7D000US01A6</td><td>Vehicle Safety Certification Overlay</td><td>9.45</td></tr></tbody></table> Note: Use capital letters when entering part number on claim.	Quantity	Part Number	Description	Amount	1	7D000US01A6	Vehicle Safety Certification Overlay	9.45
Quantity	Part Number	Description	Amount						
1	7D000US01A6	Vehicle Safety Certification Overlay	9.45						

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Service Action 01A6 – Vehicle Safety Certification Label
2015 Model Year Volkswagen e-Golf**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2015 model year Volkswagen e-Golf vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? During production, vehicle loading information was not printed onto the vehicle safety certification label.

What will we do? Your authorized Volkswagen dealer will install an overlay containing the correct information onto the existing vehicle safety certification label. This work will take less than an hour to complete and will be performed for you free of charge.

What should you do? In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this service. 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.

This service action will be available for you **free of charge only until December 31, 2020**. If you wish to have this service performed after that date, your dealer's normal parts and labor cost associated with this repair will apply.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, please 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, please call or write to:

Volkswagen of America, Inc.,
Attn: Customer CARE (01A6)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-893-5298
www.vw.com

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 click on the **Look Up Recalls** link at www.vw.com and enter your Vehicle Identification Number (VIN) into the **Recall/Service Campaign Lookup** tool. As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen dealer.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection

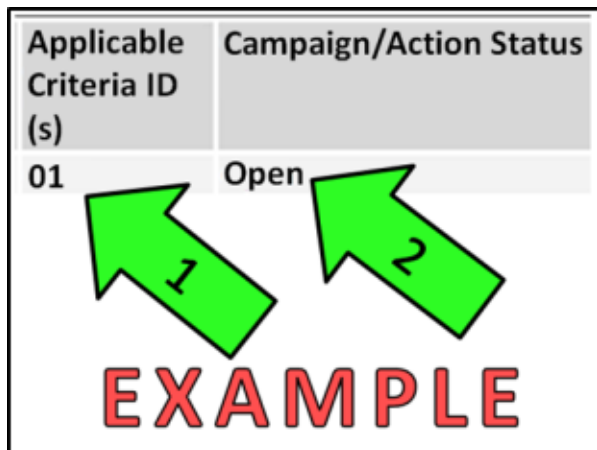
Campaign Work Procedure

Required Parts

Quantity	Part Number	Part Description
1	7D000US01A6	Vehicle Safety Certification Label Overlay

Work Procedure

TIP
If Campaign Completion label is present, <u>no further work is required.</u>



Section A – Check for Previous Repair

- 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.

- Ensure that the Status is “Open” <arrow 2>
- Note the Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and corresponding parts associated

Proceed to Section B

Section B – Vehicle Safety Certification Overlay Label Installation



- Open the front driver side door.
- Locate the Vehicle Safety Certification Label on the lower driver side B pillar <as shown>.



- Clean the Vehicle Safety Certification Label and surrounding area as necessary to remove any dirt or debris.
- Remove the backing paper from the label overlay, align the load values of the label as shown <arrows>, and apply the label overlay to the vehicle.

NOTE

- The label overlay **MUST NOT** contact the Vehicle Safety Certification Label until the load values are properly aligned.
- The label overlay is cut into two halves. It is only necessary to apply the section of the label overlay that contains the corrected load values.

Proceed to Section C– Campaign Completion Label

Section C - Install Campaign Completion Label

- Open the hood.

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).

- Close the hood.

ALL WORK IS COMPLETE