



Service Action

Code: 66J8

Subject	Under Hood Cowl Seam
Release Date	October 30, 2018
Affected Vehicles	U.S.A. & CANADA: Certain 2018 MY Volkswagen Tiguan <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> ✓ 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	In certain situations, water may leak through the seam in the under hood cowl and into the vehicle interior.
Corrective Action	Install water tape at the affected under hood cowl seam to redirect water flow.
Parts Information	Parts will be allocated prior to owner notification. If allocated parts have been used and your dealership is at the weekly Upper Order Limit, please submit the backordered sales document number to upperorderlimits@vw.com to have additional parts released.
Code Visibility	On or about October 30, 2018, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vw.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles. On or about October 30, 2018, this campaign code will show open on affected vehicles in Elsa. On or about October 30, 2018, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.vw.com.
Owner Notification	Owner notification will take place in October 2018. Owner letter examples are included in this bulletin for your reference.
Campaign Expiration Date	This campaign expires on <u>December 31, 2020</u> . 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	Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions. Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>. 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.vw.com.

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.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

Service Number	66J8						
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						
Criteria I.D.	02						
	Check cowl seam; water tape present, no further work required Labor operation: 0183 00 99 10 T.U. -OR- Check cowl seam; Install water tape Labor operation: 6644 49 99 50 T.U. <table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>2.00</td><td>5NN803600</td><td>Water Tape</td></tr></tbody></table>	Quantity	Part Number	Description	2.00	5NN803600	Water Tape
Quantity	Part Number	Description					
2.00	5NN803600	Water Tape					

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Service Action 66J8 – Under Hood Cowl Seam
Certain 2018 Model Year Volkswagen Tiguan**

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 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? In certain situations, water may leak through the seam in the under hood cowl and into the vehicle interior.

What will we do? Your authorized Volkswagen dealer will install water tape at the affected cowl seam to redirect water flow. This work will take about an hour to complete and will be performed for you free of charge.

What should you do? Please contact your authorized Volkswagen dealer as soon as possible to schedule this service. To set up an appointment online, please visit www.vw.com/find-a-dealer.

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, 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.

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 and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

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.

Sincerely,

Volkswagen Customer Protection

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Service Action 66J8 – Under Hood Cowl Seam
Certain 2018 Model Year Volkswagen Tiguan**

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 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? | In certain situations, water may leak through the seam in the under hood cowl and into the vehicle interior. |
| What will we do? | Your authorized Volkswagen dealer will install water tape at the affected under hood cowl seam to redirect water flow. This work will take about an hour to complete and will be performed for you free of charge. |
| What should you do? | <p>Please contact your authorized Volkswagen dealer as soon as possible to schedule this service.</p> <p>This service action will be available for you <u>free of charge only until December 31, 2020</u>. 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.</p> |
| 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 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 . |

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.

Sincerely,

Volkswagen Customer Protection

NOTE

- 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 Overview



- Install water tape over cowl seam to divert water drainage.

Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
02	2	5NN.803.600	Water Tape

NOTE

The specified part numbers reflect the status at the start of this service 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.

Required Tools

 Pry lever -80-200- (or equivalent)	 Label Squeegee (locally sourced)
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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

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

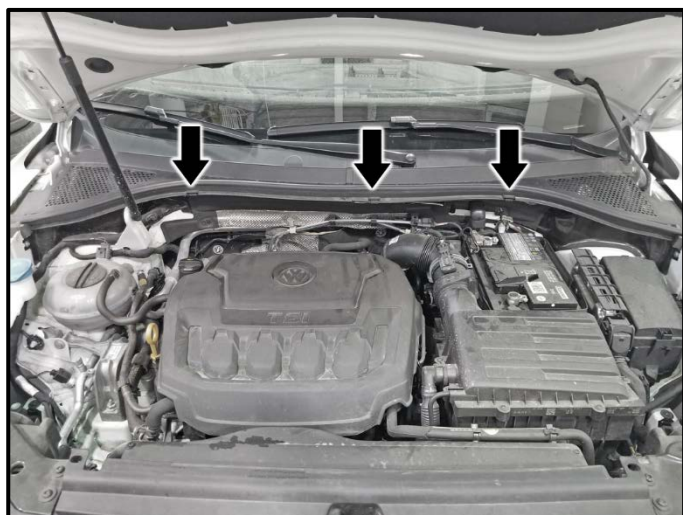
TIP

On the date of repair, print this screen and keep a copy with the repair order.

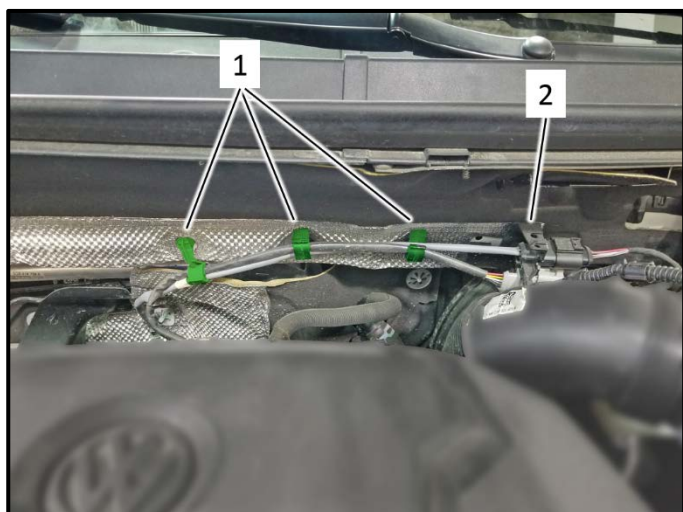
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

Proceed to Section B

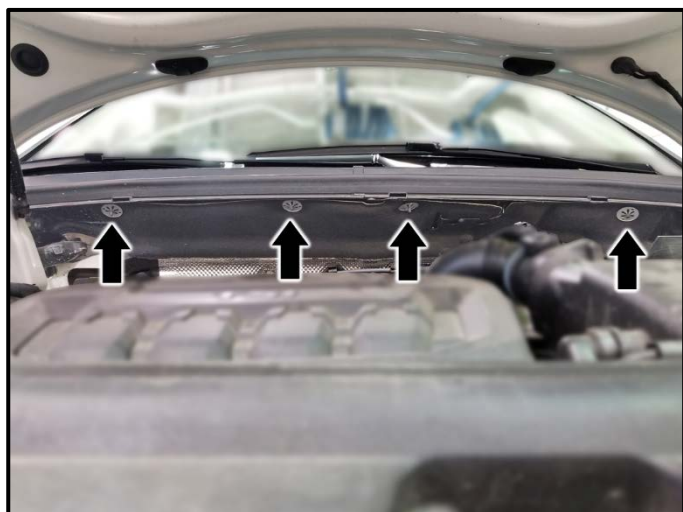
Section B – Repair Procedure



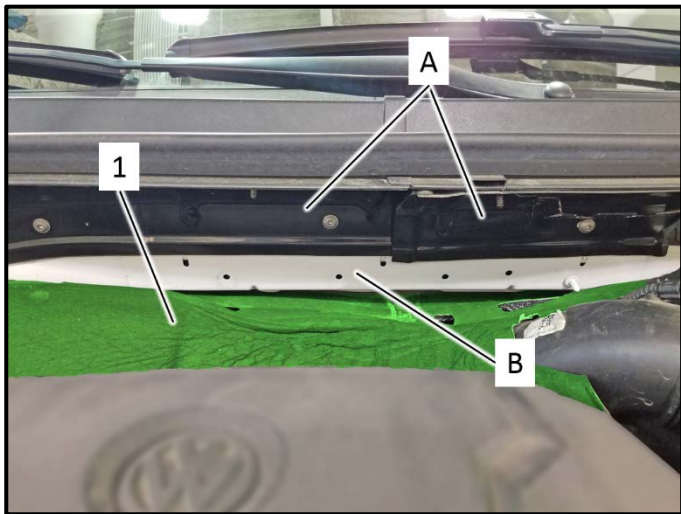
- Remove cowl cover clips <arrows>.
- Pull back heat shield slightly.
 - o If water tape is already present, no further work is required, **proceed to Section C.**
 - o If water tape is not present, **proceed to next step.**



- Remove wiring from clips <1>.
- Remove wiring clips <1> and connector holder <2> from firewall using -80-200-.



- Remove circle metal clips <arrows>.
 - o Remove clips by unscrewing counter-clockwise.
 - o Do not pry off the clips.



- Carefully fold heat shield <1> down to access cowl <A> and firewall .



- Reinstall cowl cover clip <1>.

NOTE

Reinstalling clip <1> secures both sections of the cowl to allow for proper installation of the water tape.

- Clean shaded area with a lint free cloth and isopropyl alcohol.
- Allow the alcohol to completely evaporate (approx. 5 minutes) before installing the water tape.



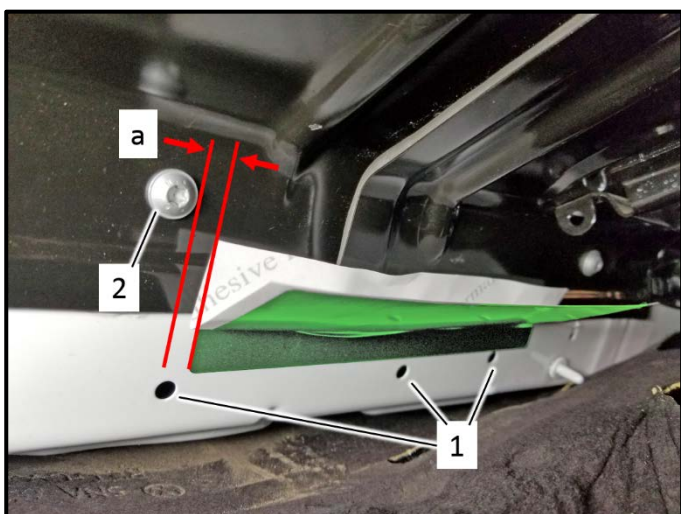
NOTE

The water tape is supplied in a quantity of five per sheet. Two individual pieces will need to be cut from the sheet.

Qty.	Part Number	Part Description
2	5NN.803.600	Water Tape



- Prepare the first piece of water tape:
 - o Tape will be installed horizontally.
 - o Peel and fold the backing away as shown.



- Install the first piece of water tape horizontally:
 - o Ensure the holes <1> are not covered.
 - o Start the tape approximately 1 cm <dimension a> from bolt <2>.

NOTE

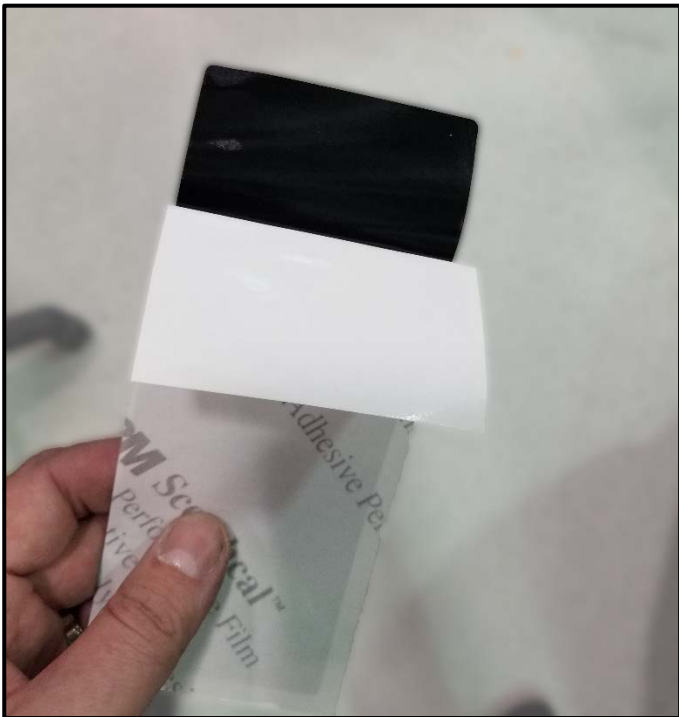
The 1 cm dimension must be achieved to ensure the water is diverted correctly.



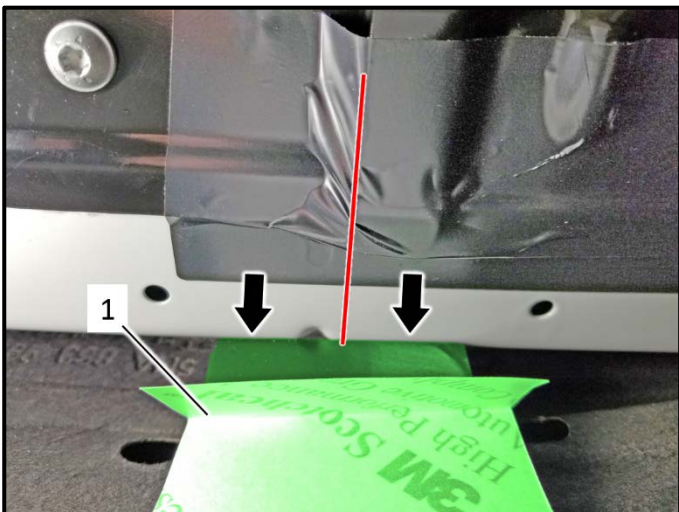
- Apply bottom edge of tape <arrows> to firewall first.
- Ensure there are no wrinkles or bubbles along the tape on the firewall.



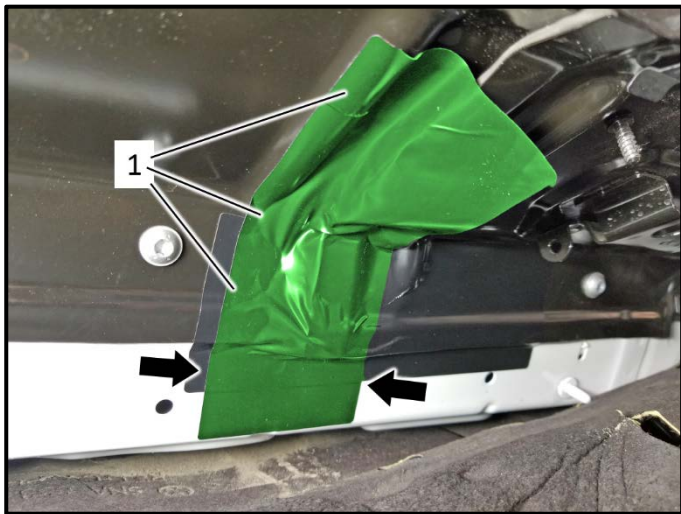
- Finish applying the tape upward on the cowl sections as shown.
- Ensure there are minimal air bubbles.



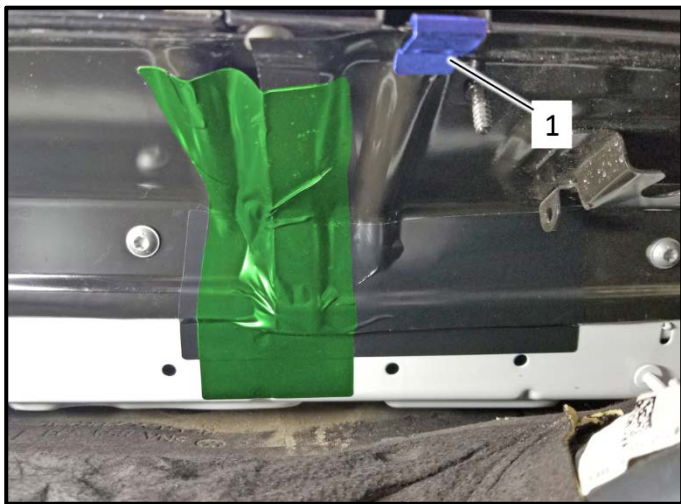
- Prepare the second piece of water tape:
 - o Tape will be installed vertically.
 - o Peel and fold the backing away as shown.



- Apply the second piece of water tape <1> vertically:
 - o Start the tape at the bottom edge of the firewall <arrows>.
 - o The tape will be centered with the cowl sections seam.



- Apply bottom section of tape <arrows> to firewall first.
- Work upwards while forming the tape to the shape of the cowl sections seam.
- Secure the edge <1> on the passenger side next.
- Ensure there are minimal air bubbles.

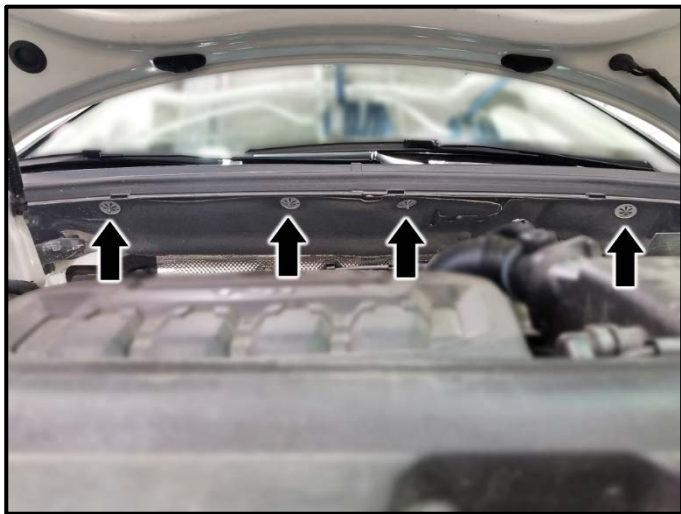


- Finish applying the tape upward on the cowl sections as shown.
- Ensure there are minimal air bubbles.
- Remove clip <1>.

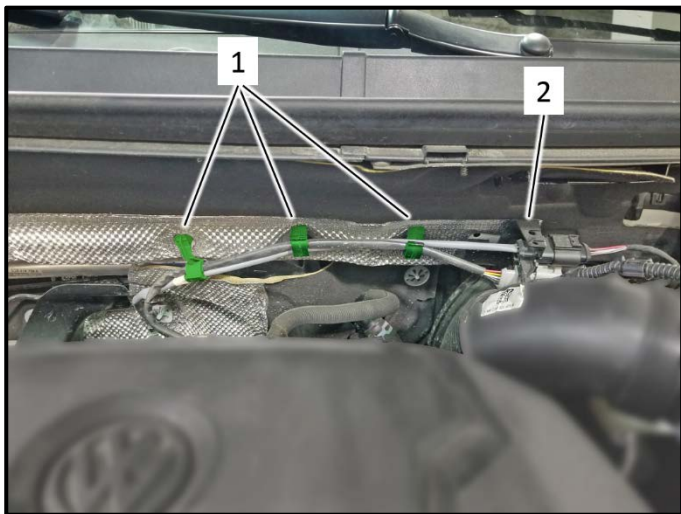
- Scan the QR code or follow the link to view a short overview video of the tape installation.



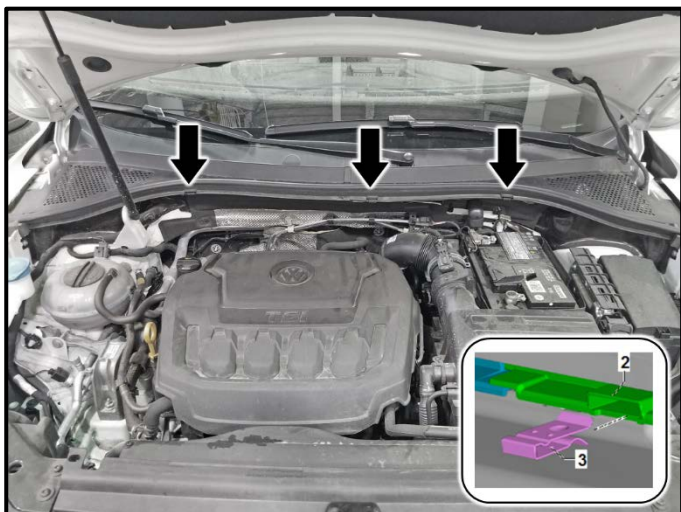
<https://vwcup.track360.com/?p=vwicCertification&id=11725>



- Reposition heat shield and install clips <arrows>.



- Install wiring clips <1> and connector holder <2> to firewall.
- Install wiring into clips <1>.



- Install cowl cover clips <arrows>.

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).