



# VOLKSWAGEN DEALER COMMUNICATION

## Repair Available – Service Action 60E5 / Front Sunroof Drain Cleaning & Modification

- This notice is for:**
- ✓ Dealer Principal
  - ✓ General Manager
  - ✓ Sales Managers
- ✓ Service Manager
  - ✓ Parts Manager
  - ✓ Service Consultant
- ✓ Warranty Administrator
  - ✓ Technicians

**Date:** December 02, 2019

**Issue:** In some sunroof-equipped vehicles, the front sunroof drains can become blocked with moist debris. If this happens, water could leak into the passenger compartment.

- Repair:**
- REPAIR AVAILABLE – December 03, 2019 - Dealers will inspect, clean and modify the front sunroof drains.
  - See ELSA/ServiceNet for complete repair & claiming instructions
  - Check both the daily Campaign Open Inventory report and OMD for affected vehicles in inventory. Verify OPEN status in ELSA on the day of repair.
  - Repair every affected inventory vehicle before delivery to consumers.

**Parts Department:** No parts needed.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2018	2019	TIGUAN	83,710
CAN	2018	2019	TIGUAN	23,769

*\*Counts reflect overall recall population; some vehicles may have already been repaired. 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.*

- Notes:**
- Schedule owner repairs immediately
  - Owner mailing – December 2019
  - Service action expiration date: December 21, 2021

**U.S.A.:** Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

**Canada:** Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.

**-END OF MESSAGE-**

*Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.*