



Service Action

Code: 66L4

Subject	Under Hood Cowl Seam															
Release Date	March 03, 2020															
Affected Vehicles	<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>2020</td><td>2020</td><td>TIGUAN</td><td>35,062</td></tr><tr><td>CAN</td><td>2020</td><td>2020</td><td>TIGUAN</td><td>4,404</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 & 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.	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2020	2020	TIGUAN	35,062	CAN	2020	2020	TIGUAN	4,404
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count												
USA	2020	2020	TIGUAN	35,062												
CAN	2020	2020	TIGUAN	4,404												
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.															
Code Visibility	On or about March 05, 2020, the campaign code will be applied to affected vehicles.															
Owner Notification	Owner notification will take place in March 2020. Owner letter examples are included in this bulletin for your reference.															
Campaign Expiration Date	This campaign expires on December 31, 2022 . 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. <i>Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vwhub.com.</i></p>															

Parts Information

Parts Control Type:
Upper Order Limit

Parts will be managed with a weekly Upper Order Limit. Please see Parts On Command (POC) for your Upper Order Limit quantity.

Initial Allocation:
YES

Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, please reference the Repair Projection Tool (below) to view your potential VIN population.

Repair Projection Tool:
(right click to open)



Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	2	5NN-803-600	Tape	Upper Order Limit

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.

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.

Service Number	66L4		
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 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 Volkswagen Service Loaner Program to determine loaner eligibility.		
Criteria I.D.	01		
	Inspect cowl seam; water tape is present and installed correctly		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	20	Inspect cowl seam, no further work required
-OR-	Inspect cowl seam; water tape is not present or installed incorrectly		
	LABOR		
	Labor Op	Time Units	Description
	6644 49 99	50	Inspect cowl seam and install water tape
	PARTS		
	Quantity	Part Number	Description
	2.00	5NN803600	Tape

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>

Subject: Service Action 66L4 - Under Hood Cowl Seam

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 2020 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. 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.
- 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, 2022**. 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: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Subject: Service Action 66L4 - Under Hood Cowl Seam

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 2020 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. 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.

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, 2022**. 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 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

Repair Overview





- Inspect cowl seam area and either replace or install water tape (if necessary)

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.

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.

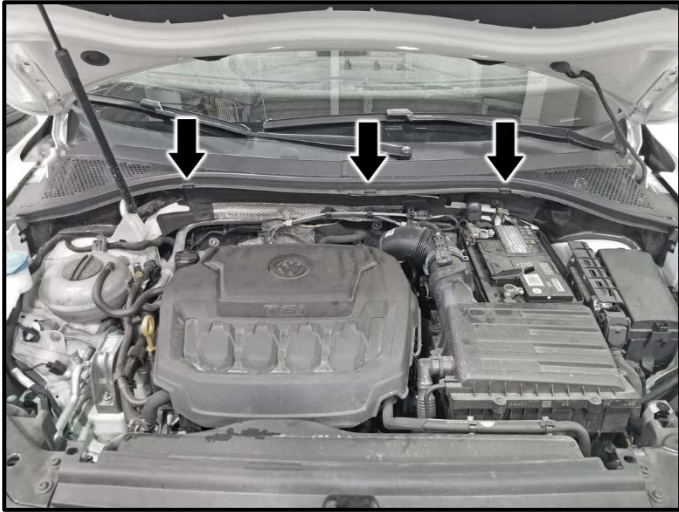
TIP

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.
- **All Safety Recalls MUST be completed before starting this Campaign.**

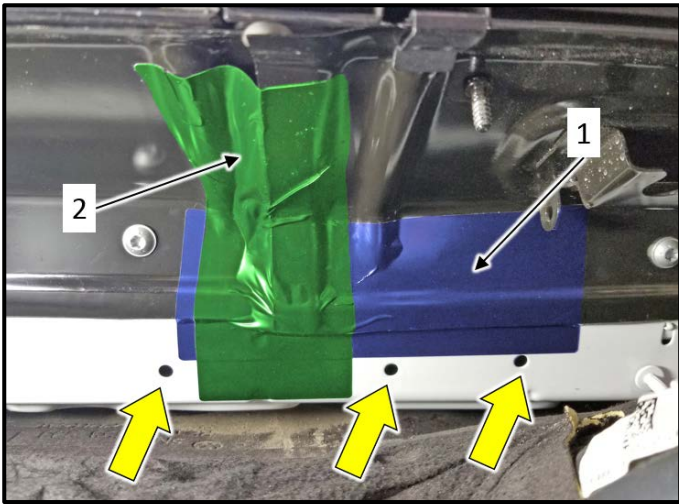
Proceed to Section B

Section B – Repair Procedure



Visually inspect cowl seam area:

- Remove cowl cover clips <arrows>.
- Pull back heat shield slightly.

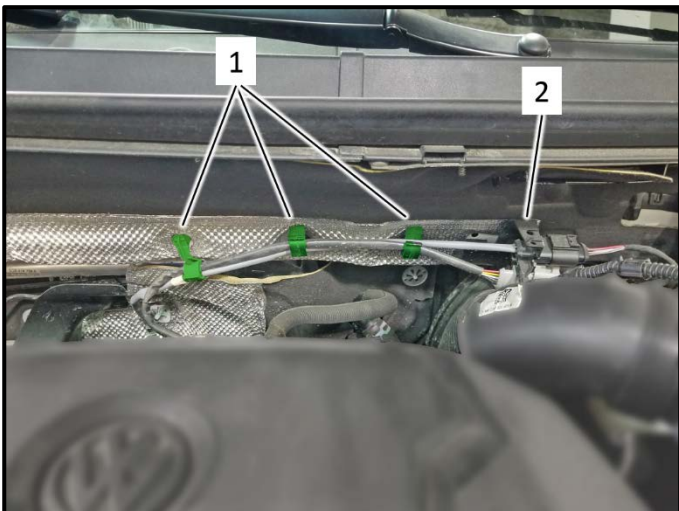


Inspect water tape installation:

! NOTE

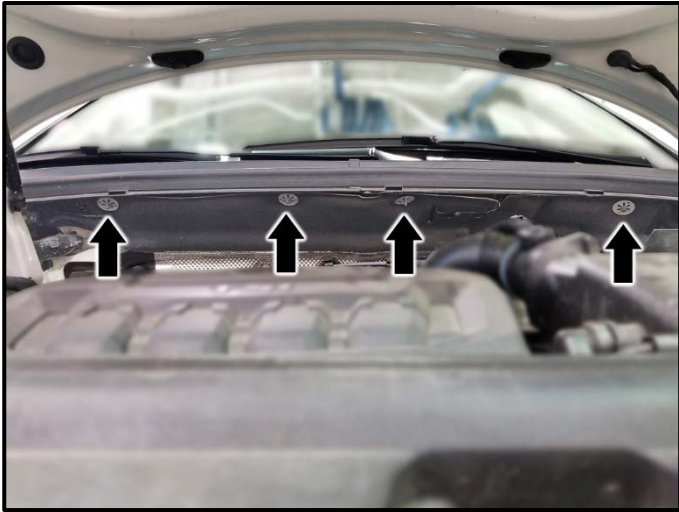
Correct installation shown:

- Water tape is not covering the holes <arrows>.
- Horizontal tape <1> is installed first (vertical tape <2> is on top).
- If water tape is present and installed correctly, no further work is required, **proceed to Section C.**
- If water tape is present, but installed incorrectly (any of the holes <arrows> are covered), **proceed to next step.**
- If water tape is not present, **proceed to next step.**



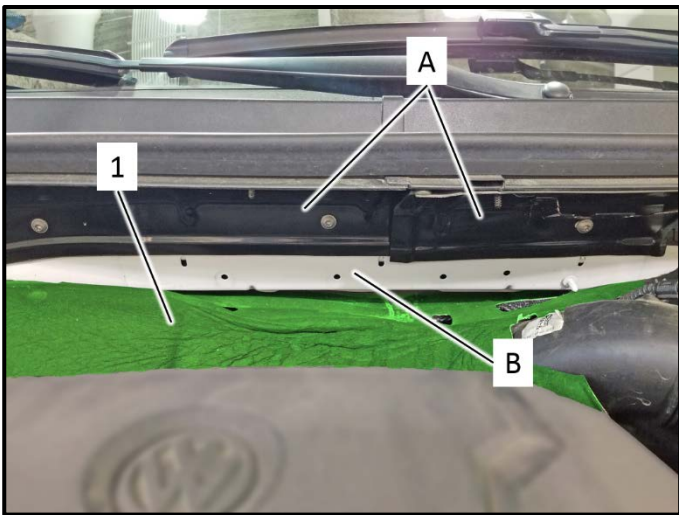
Remove oxygen sensor wiring:

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



Remove circle metal clips <arrows>:

- Remove clips by unscrewing counter-clockwise.
- Do not pry off the clips.



Access cowl and firewall:

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



Prepare cowl and firewall:

- Reinstall clip <1>.

! NOTE

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

- Remove original tape (if present).
- 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

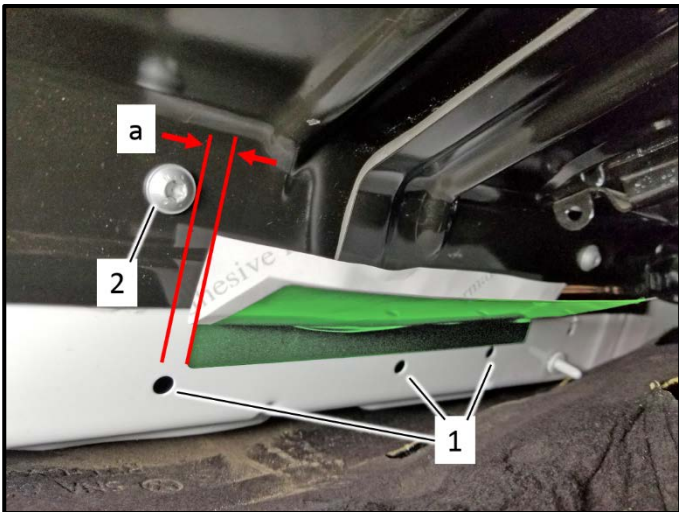
The water tape is supplied in a quantity of five per sheet. Two individual pieces will need to be cut from the sheet.

Qty.	Part Number	Part Description
2	5NN-803-600	Water Tape



Prepare the first piece of water tape:

- Tape will be installed horizontally.
- Peel and fold the backing away as shown.



Install the first piece of water tape horizontally:

- Ensure the holes <1> are not covered.
- Start the tape approximately 1 cm <dimension a> from bolt <2>.

NOTE

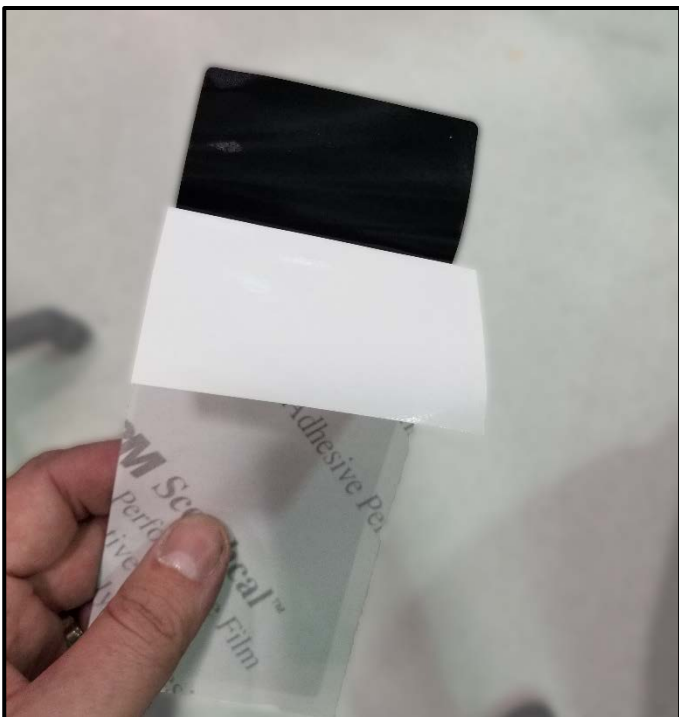
The 1 cm dimension must be achieved to ensure the water is diverted correctly.



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

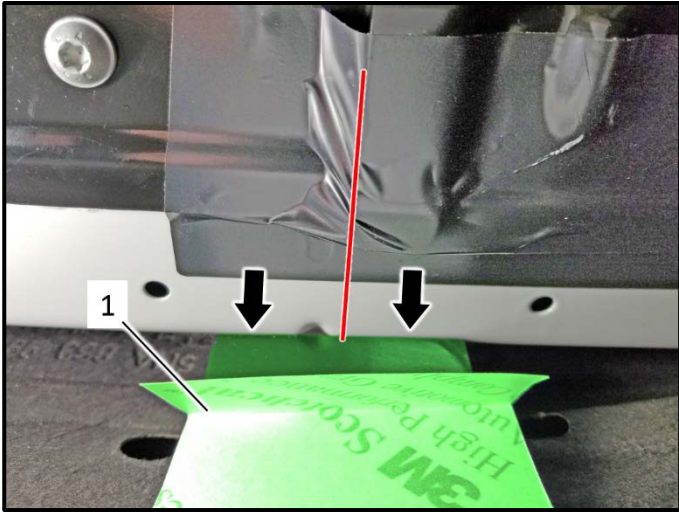


- Finish applying the tape upward on the cowl sections as shown.
- Ensure there are minimal air bubbles.



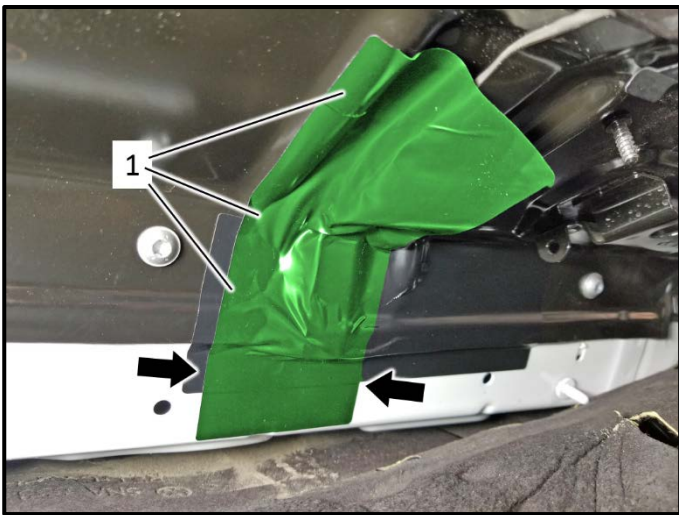
Prepare the second piece of water tape:

- Tape will be installed vertically.
- Peel and fold the backing away as shown.

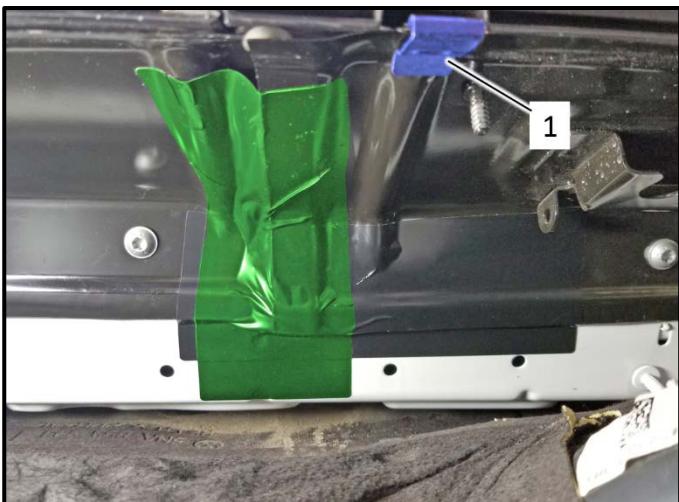


Apply the second piece of water tape <1> vertically:

- Start the tape at the bottom edge of the firewall <arrows>.
- 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>.

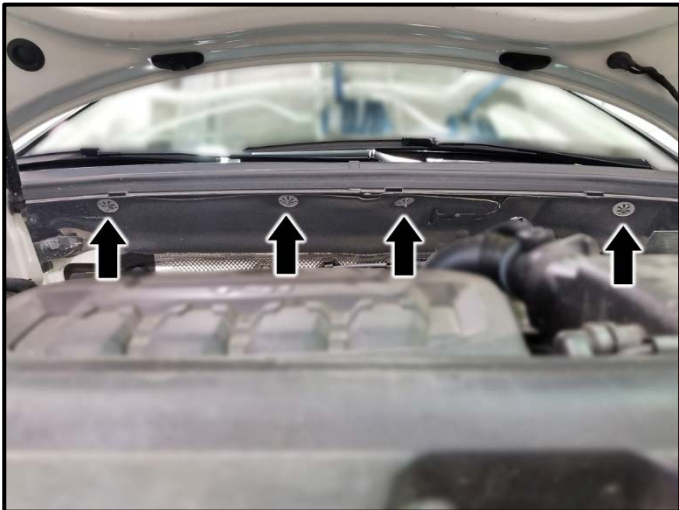
- Scan the QR code or follow the link to view a short overview video of the tape installation.



NOTE

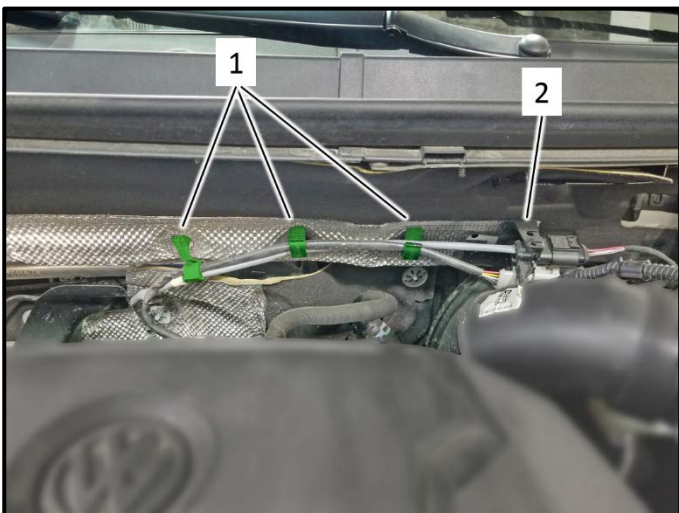
The video refers to the 66J8 Service Action. The procedure for installing the water tape is the same for this action.

<https://wvcup.track360.com/?p=vwiqCertification&id=11725>



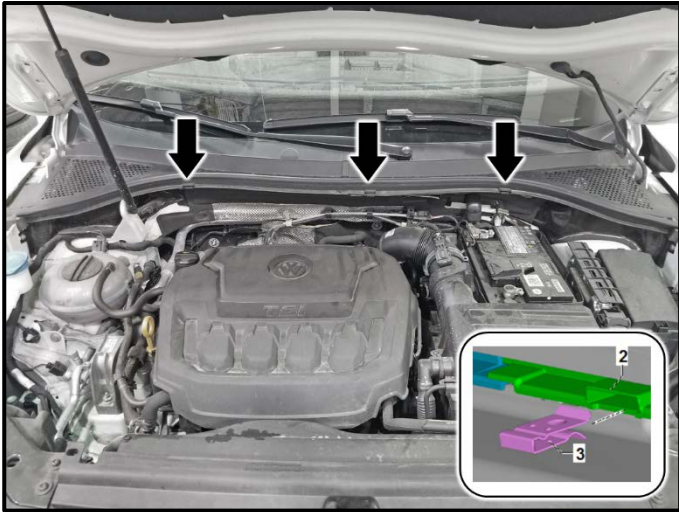
Reinstall heat shield:

- Reposition heat shield and install clips <arrows>.



Reinstall wiring:

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



Reinstall clips:

- 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).