



Service Action

Code: 66EX

Subject Document History

Compliance Label

Date	Summary
09/11/2024	Updated label overlay ordering information
06/18/2024	Original publication

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2024	2024	JETTA	51
USA	2024	2024	TAOS	3,316
USA	2024	2024	TIGUAN	4,310

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.

About this Service Action

On certain vehicles, the year of manufacture listed on the compliance label is incorrect. Dealers will affix an overlay label to the vehicle's compliance label to provide the correct month/year of manufacture.

Code Visibility

On or about June 18, 2024, the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in June 2024. An owner letter example is included in this bulletin for your reference.

Campaign Expiration Date

This campaign expires on **June 18, 2029**. Work 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 work performed after the expiration date, your normal parts and labor cost associated with this work 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 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.vwvhub.com.

Label Overlay Ordering Information

Initial Allocation:
NO

There will be no label overlay allocation.

Label Overlay Ordering:
Compliance Label
Ordering Portal

Label overlays must be ordered through the VIN-Specific Items tab of the Compliance Label Ordering Portal on vwhub.com. Please have the VIN(s) you are ordering for available when you place your order.

Criteria	Part Number	Quantity	Part Description
01	66EXLABELT	1	66EX OVERLAY TIGUAN/TAOS (5 labels on one sheet)
02	66EXLABELJE2	1	66EX OVERLAY JETTA (2 labels on one sheet)

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.

Service Number	66EX				
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 or 02				
	LABOR				
	Labor Op	Time Units	Description		
	0105 23 99	10	Install label overlay		
	OUTSIDE MATERIAL				
	Criteria	Part Number	Quantity	Description	Amount
	01	66EXLABEL01	1	Overlay (Tiguan/Taos)	\$5.00
	02	66EXLABEL02	1	Overlay (Jetta)	\$20.00
	Please enter part numbers in ALL CAPS				

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 66EX – Compliance Label

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 2024 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

About this Service Action:

On certain vehicles, the year of manufacture listed on the compliance label is incorrect.

Your authorized Volkswagen dealer will affix an overlay label to the vehicle's compliance label to provide the correct month/year of manufacture. This work will take just a few minutes 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 work. To set up an appointment online, please visit www.vw.com/find-a-dealer.

Additional Information

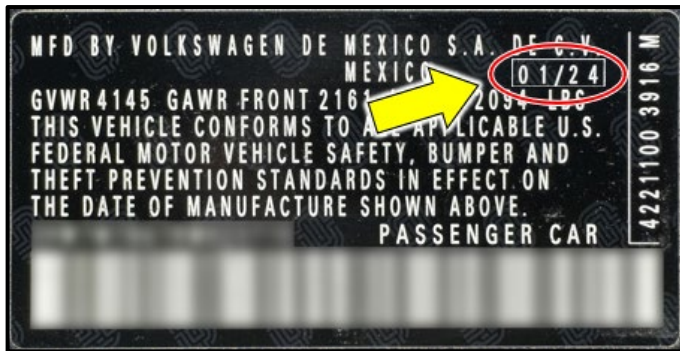
- This service action will be available for you free of charge **only until June 18, 2029**. If you wish to have this work performed after that date, your dealer's normal costs associated with this repair will apply.
- If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt.
- If 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 sold the vehicle, 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.
- 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

Repair Overview



- Install compliance label overlay.

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.

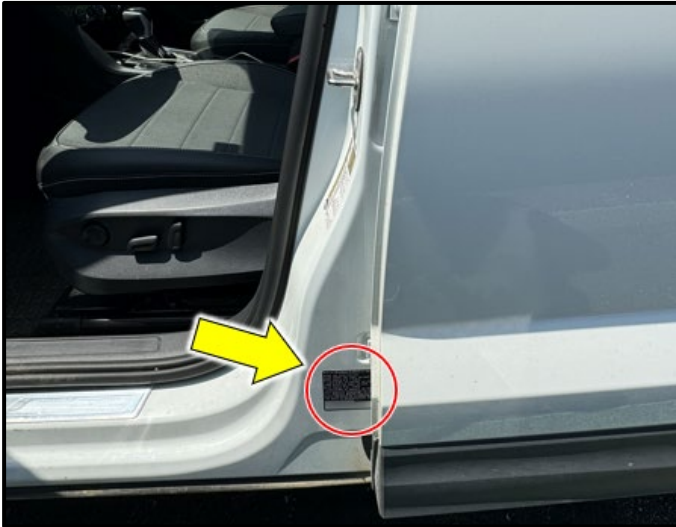
CRITICAL REPAIR STEP



If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to section B.**

Section B – Label Overlay Application



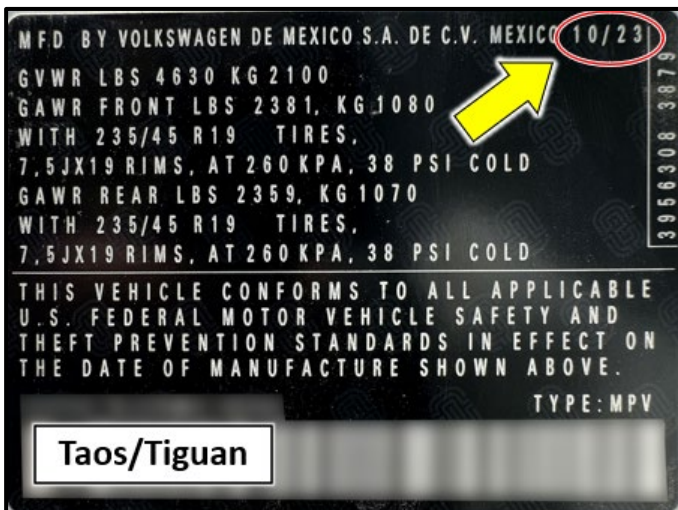
- Locate the compliance label <arrow> on the lower driver's side B-pillar.
- Clean the label so that it is free of any debris and/or contaminants.

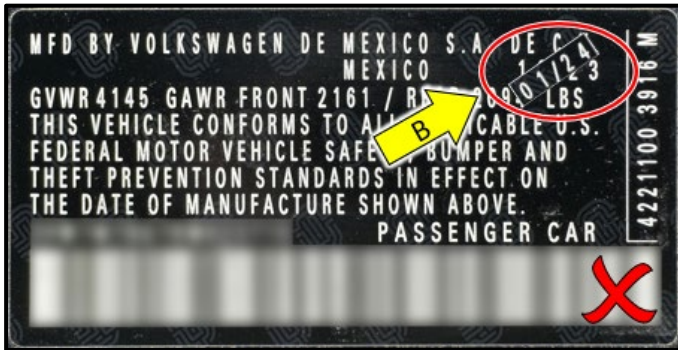
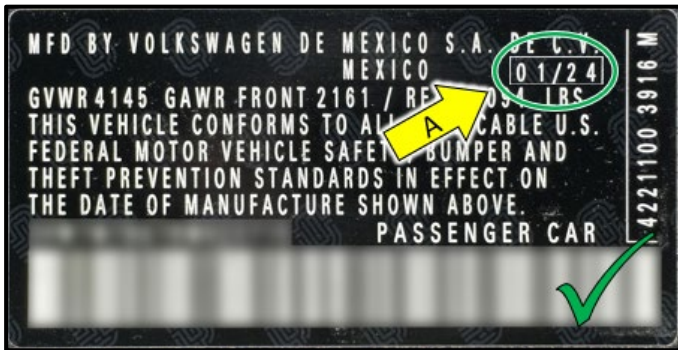
NOTE

Taos vehicle shown. The label location for Jetta and Tiguan vehicles is similar.



- Locate the Month/Year text <arrow> on the compliance label.





- Clean the surface of the existing label.
- Peel the new overlay off the backing paper.
- Affix the new overlay over the existing label.
- Ensure minimal air bubbles are created when installing the overlay.

NOTE

- The surface of the existing label must be clean, dry, and free from oil residue prior to applying the overlay.
- Handle the new overlay carefully. Do not touch the adhesive backing.

NOTE

- The label overlay shown <arrow A> is **correctly** installed.
- The label overlay shown <arrow B> is **incorrectly** installed.

TIP

Tweezers or a small flat head screwdriver can aid in the installation of the overlay.

Part Number	Part Description
66EXLABEL01	Taos/Tiguan overlay label
66EXLABEL02	Jetta overlay label

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).