



Service Action

Code: 66SP

Subject R-Line Front-Row Door Scuff Plates

Document History

Date	Summary
07/14/2026	Original publication

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2025	2025	TIGUAN	13,335

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

The R-Line front-row door scuff plates listed on the vehicle's window sticker were not installed at the factory. Under this service action, authorized Volkswagen dealers will install the missing scuff plates free of charge.

Code Visibility

On or about July 14, 2026, the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in July 2026. An example is included in this bulletin for your reference.

Campaign Expiration Date

This campaign expires on ***March 31, 2031***. 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.

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.

Parts Information

Criteria	Quantity	Part Number	P.O.C. Part Description
01	2	3J0-853-813-A 11N	SCUFF PLAT

Ordering Method:	Reference POC comments individually by part number, or in the POC Campaign List
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Initial Allocation: YES	Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, please reference your dealer's Estimated Remaining Repairs by campaign to view your potential VIN population.
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NOTE

Your dealer's Estimated Remaining Repairs by campaign can be found in Parts on Command. Click on "View Campaign List" and review the Estimated Remaining Repairs column.

NOTE

Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

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 a customer declines campaign work, refer to the "Customer Declines Campaign/Update Repair" section in the Campaign/Update Policy and Procedures Manual.

Service Number	66SP		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal if sill panel trim was already present Mark SCUFF PLAT* as causal part if sill panel trim has to be installed		
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		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	10	Sill panel trim already present on both front sill panels
OR			
	LABOR		
	Labor Op	Time Units	Description
	6631 56 99	40	Install sill panel trim on left front and right front sill panels
	PARTS		
	Quantity	Part Number	Description
	2.00	3J0853813A 11N	SCUFF PLAT*

Customer Notification Example - POSTCARD TEXT (USA)

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>

Service Action 66SP - R-Line Front-Row Door Sill Scuff Plates

The R-Line front-row door sill scuff plates listed on the vehicle's window sticker were not installed on your vehicle at the factory. Under this service action, your authorized Volkswagen dealer will install the missing scuff plates free of charge.

This work will take about an hour to complete. Please contact your authorized Volkswagen dealer to schedule this work or visit www.vw.com to find a dealer near you.

This service action will be available free of charge **only until March 31, 2031.**

Volkswagen Customer Protection

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com and enter your Vehicle Identification Number (VIN) into the Recalls and Service Campaigns Lookup tool.

Repair Overview



- Check for the presence of R-Line scuff plates on driver and passenger front sill panels
- Install front door R-Line scuff plate(s) 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

	Roller -T40400- (or equivalent)		
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Required Shop Materials

 Cleaner D -009-401-04 (shop supply) -OR- 91% Isopropyl Alcohol (locally sourced) <u>NOTE:</u> Use only 91% Isopropyl alcohol as a cleaner (9% water). Do not use Isopropyl with any additional surfactants (cleaners) or additives (scents).	 Lint Free Towels (locally sourced)
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Repair Instruction

Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

Campaign/Action	Start	Designation
→ 3	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.

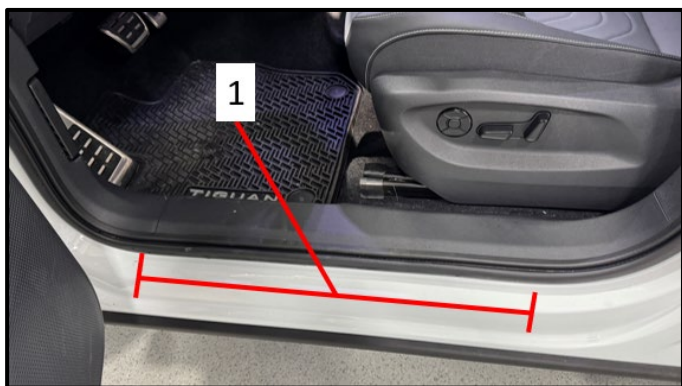
CRITICAL REPAIR STEP

 **STOP!** 

All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

Proceed to Section B

Section B – Repair Procedure



NOTE

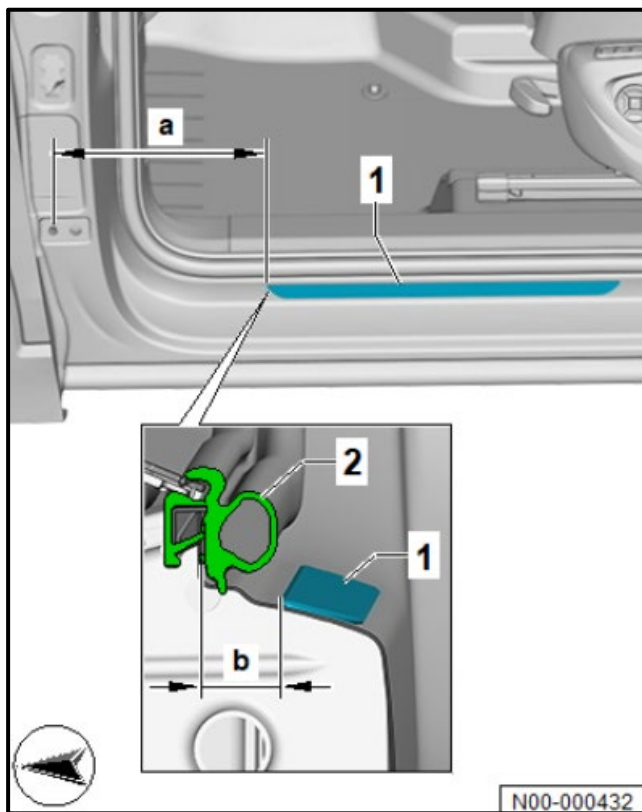
If a scuff plate is already present on either side of the vehicle, the existing trim piece should not be removed. A new scuff plate should only be installed when it is found to be missing.

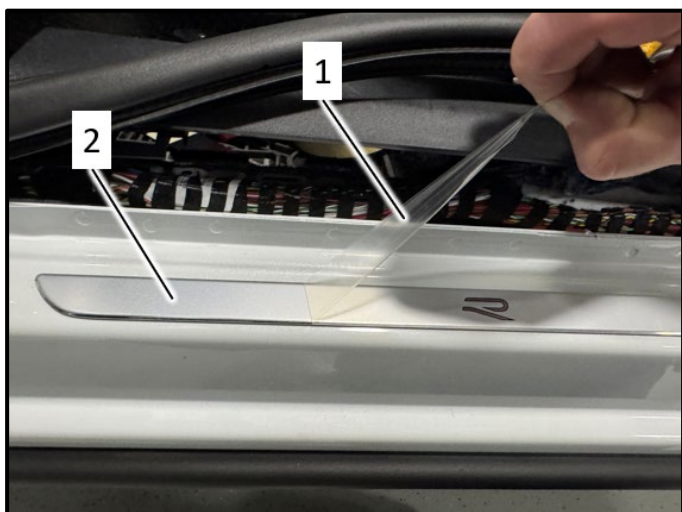
- Open the driver and passenger front doors.
- Check for the presence of the R-Line scuff plate in the area indicated <1> on the driver and passenger front sill panels.
- If R-Line scuff plates are present on both front sill panels:
 - Work is complete
- If either of the R-Line scuff plates are missing, continue with the direction below.

NOTE

Appendix A contains a measurement aid that can assist with the installation of the scuff plate(s).

- Install the new R-Line scuff plate <1> per the ELSA repair manual on the side(s) that was missing the trim panel:
 - *Repair manual > Body > Body Exterior > 66 Exterior Equipment > Moldings, Trims, Extensions and Trim Panels > Sill Panel Trim, Removing and Installing.*





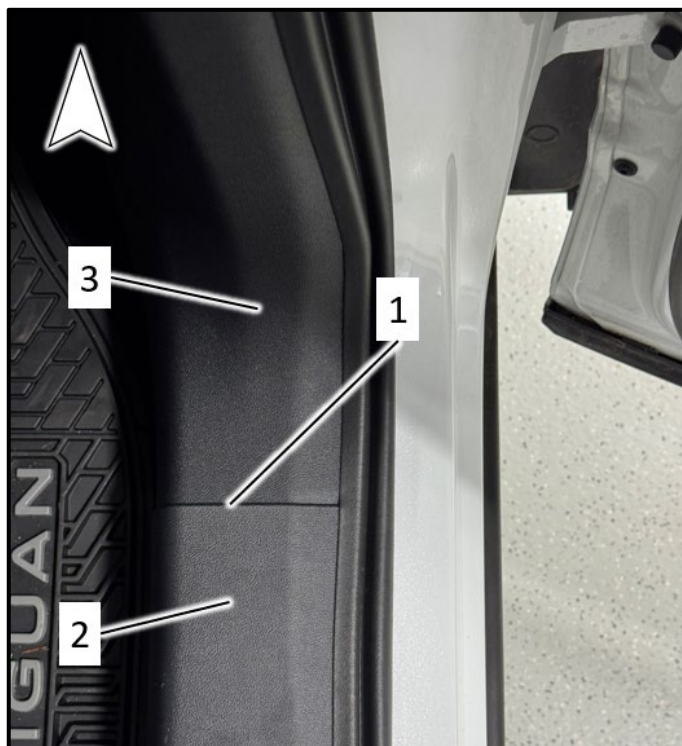
- Remove the protective film <1> from the scuff plate(s) <2>.
- Reassemble in the reverse order of removal.

Proceed to Section C

Section C - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.

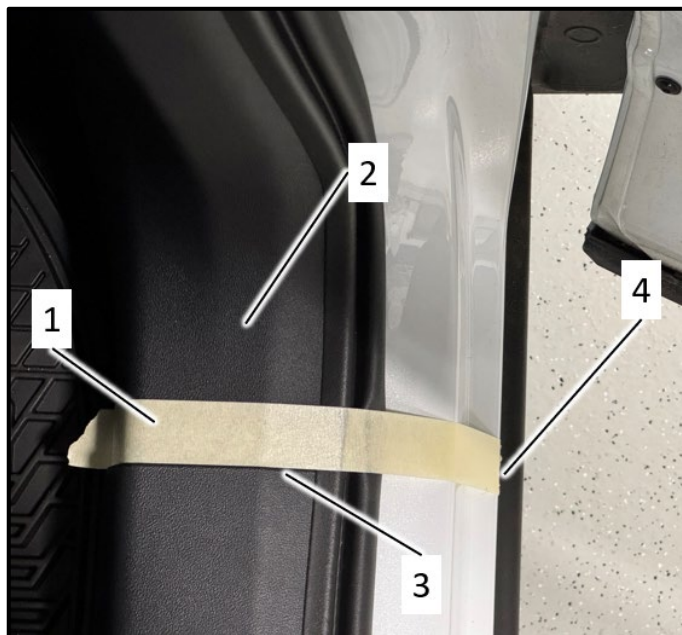
Appendix A – Scuff Plate Measurement Aid



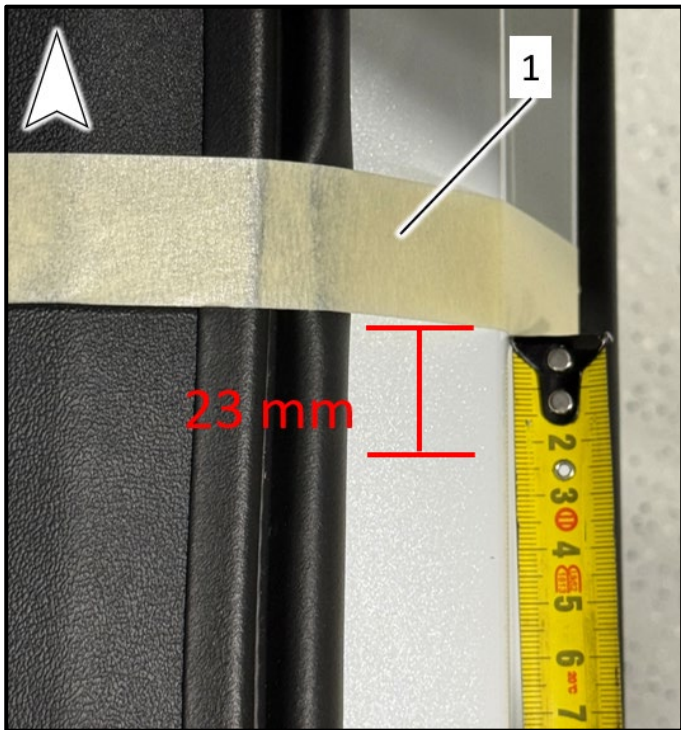
NOTE

Passenger side shown. The measurement process for the driver side is similar.

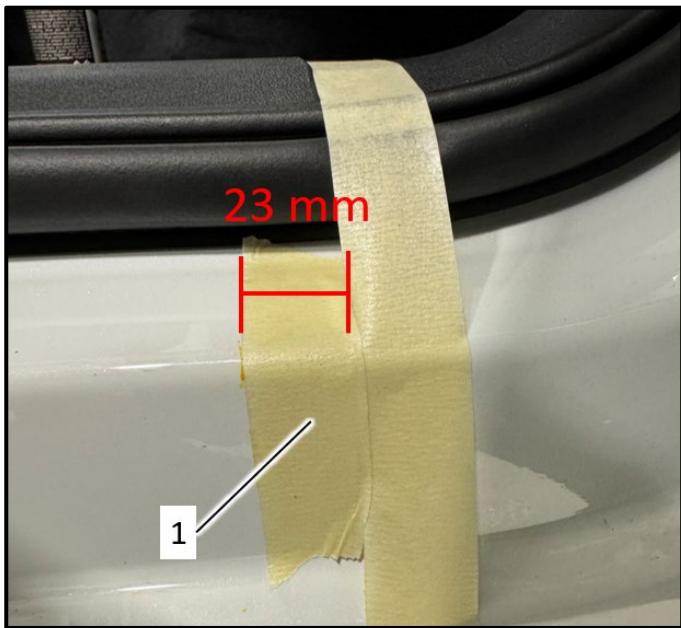
- Note the direction of vehicle of travel <arrow>.
- Locate the seam <1> where the sill panel trim <2> meets the lower kick panel trim <3>.



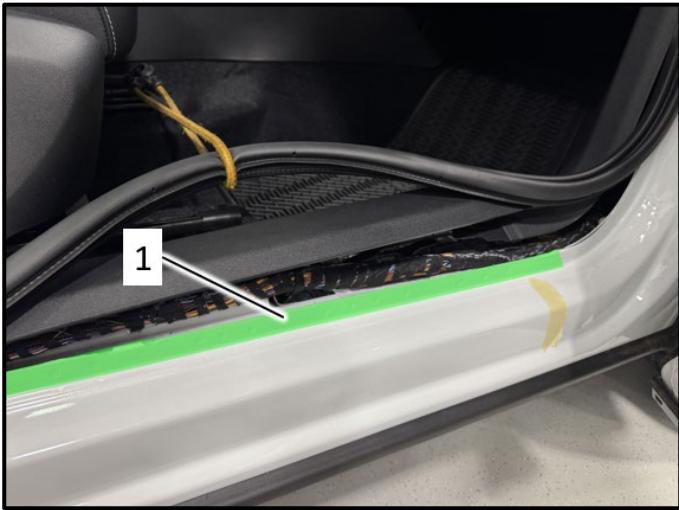
- Apply non-marring tape <1> to the kick panel <2> along the seam <3> as shown. The tape should extend to the rocker panel <4> as shown.



- Note the direction of vehicle travel <arrow>.
- Measure approximately 23 mm from the tape mark <1>.

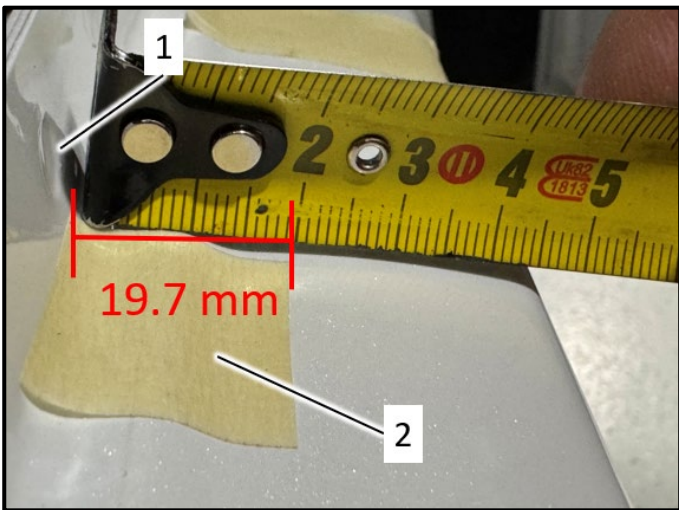


- Mark the measurement using non-marring tape <1>.

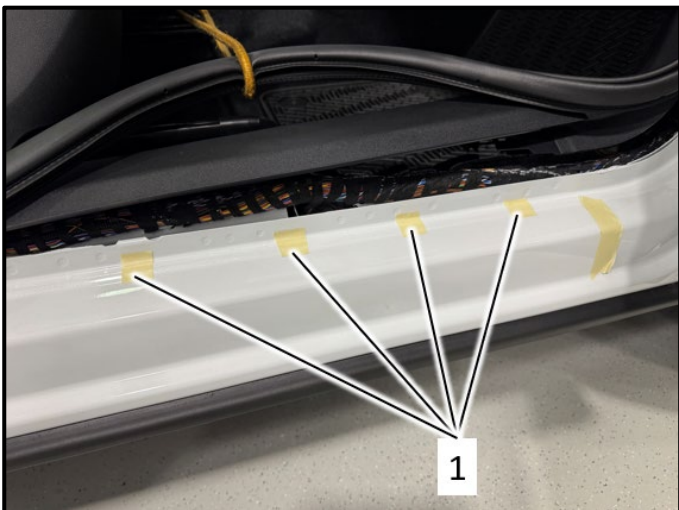


NOTE

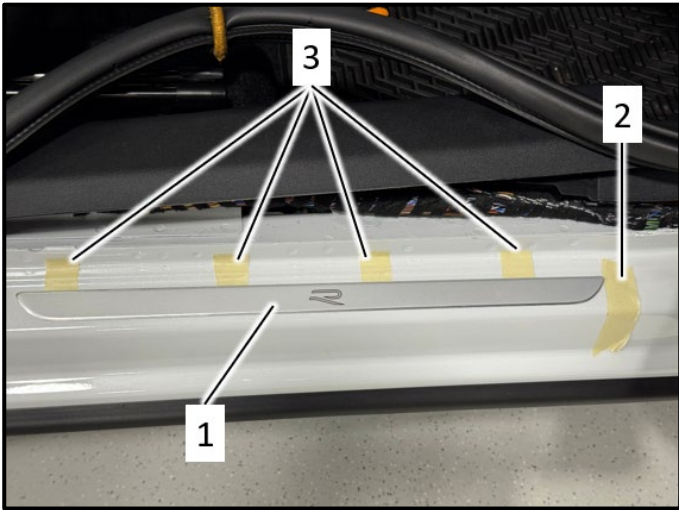
Once the door seal is partially removed per the ELSA repair manual, the door seal flange <1> will be used for the following measurements.



- Measure 19.7 mm from the door seal flange <1> and apply non-marring tape <2>.



- Repeat the measurement several more times and apply non-marring tape <1> at each measurement point.



- Align the new scuff plate <1> using reference marks <2> and <3>.
- Continue with the installation instructions in the ELSA repair manual referenced in Section B.