



Safety Recall

Code: 10F7

Subject	Engine Support Bolts – USA ONLY
Release Date	03/15/2018
Affected Vehicles	<p>U.S.A.: Certain 2018 MY Volkswagen Tiguan LWB</p> <p>The four (4) vehicles affected by this recall are: 3VV3B7AX1JM000844 3VV3B7AX7JM000847 3VV3B7AX9JM000848 3VV3B7AXXJM000843</p> <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.
Problem Description	Affected vehicles may have engine support bolts that were not properly torqued at the engine factory. Improperly torqued engine support bolts can result in an unexpected engine breakdown, sudden loss of engine power and a crash without warning.
Corrective Action	Replace the engine support and associated bolts.
Precautions	If a banging sound is heard coming from the engine compartment while the vehicle is in motion, owners are advised to stop in a safe location as soon as possible and contact Roadside to have the vehicle towed to an authorized Volkswagen dealer to have the vehicle inspected.
Parts Information	Due to the small vehicle population, there will be no parts allocation. If parts are needed to support a vehicle repair, please contact the Parts Specialists via phone (800-767-6552), email (VWwAPartsSpecialists@vw.com) or chat with the VIN to order.
Code Visibility	<p>On or about March 15, 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.</p> <p>On or about March 15, 2018, this campaign code will show open on affected vehicles in Elsa.</p> <p>On or about March 15, 2018, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.vw.com and on the NHTSA VIN lookup tool at www.safercar.gov.</p>
Owner Notification	The Volkswagen Customer CARE team will notify owners via telephone on March 16, 2018. Owner notification via first-class mail will also take place in March 2018. An owner letter example is included in this bulletin for your reference.
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>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p>New Vehicles in Dealer Inventory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply</p>

with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

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.vwhub.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.

Service Number	10F7																					
Damage Code	0099																					
Parts Vendor Code	WW0																					
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90																					
Causal Indicator	Mark engine support* as causal part																					
Vehicle Wash/Loaner	Do not claim wash/loaner under this action																					
Criteria I.D.	01																					
	<p>Replace engine support and associated bolts.</p> <p>Labor operation: 1030 54 99 160 T.U.</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>06K199207A</td> <td>Engine Support*</td> </tr> <tr> <td>3.00</td> <td>N 10701501</td> <td>Bolt - M10x65</td> </tr> <tr> <td>1.00</td> <td>N 10706901</td> <td>Bolt - M10x55</td> </tr> <tr> <td>1.00</td> <td>N 91029602</td> <td>Double hex. Hd. Bolt - M10x55/M6x12</td> </tr> <tr> <td>1.00</td> <td>N 91204001</td> <td>Bolt - M8x50</td> </tr> <tr> <td>2.00</td> <td>N 10552404</td> <td>Bolt with shoulder - M12x1.5x70</td> </tr> </tbody> </table>	Quantity	Part Number	Description	1.00	06K199207A	Engine Support*	3.00	N 10701501	Bolt - M10x65	1.00	N 10706901	Bolt - M10x55	1.00	N 91029602	Double hex. Hd. Bolt - M10x55/M6x12	1.00	N 91204001	Bolt - M8x50	2.00	N 10552404	Bolt with shoulder - M12x1.5x70
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Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 18V159

**Subject: Safety Recall 10F7 – Engine Support Bolts
Certain 2018 Model Year Volkswagen Tiguan LWB Vehicles**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2018 model year Volkswagen Tiguan LWB vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** Affected vehicles may have engine support bolts that were not properly torqued at the engine factory. Improperly torqued engine support bolts can result in an unexpected engine breakdown, sudden loss of engine power and a crash without warning.
- What will we do?** To correct this defect, your authorized Volkswagen dealer will replace the engine support and associated bolts. This work will take about two hours to complete and will be performed for you free of charge.
- What should you do?** Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. For your convenience, you can also visit www.vw.com/find-a-dealer to locate a dealer near you and schedule this service online.
- Precautions you should take** If you hear a banging sound coming from the engine compartment while the vehicle is in motion, stop in a safe location as soon as possible and contact Roadside to have the vehicle towed to an authorized Volkswagen dealer so the vehicle can be inspected.
- Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to 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 don't hesitate to contact Customer CARE, Monday through Friday by phone at 800-893-5298. You are also welcome to e-mail or chat through the "Contact Us" page <http://www.vw.com/contact/>.
- 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 click on the **Look Up Recalls** link at www.vw.com and enter your Vehicle Identification Number (VIN) into the **Recall/Service Campaign Lookup** tool.

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

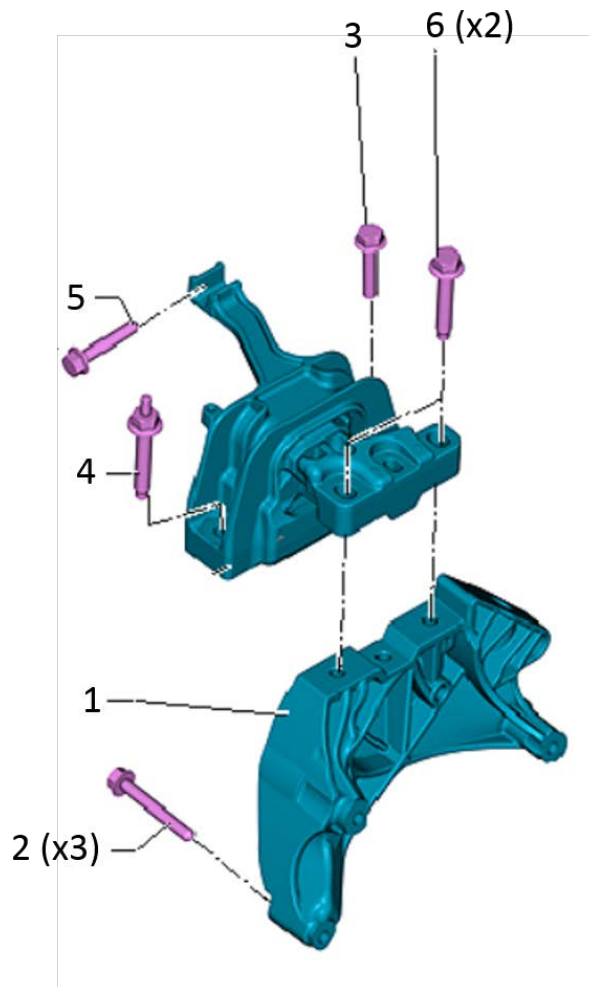
Volkswagen Customer Protection

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.

Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>	<u>Position</u>
01	1	06K199207A	Engine Support	1
	3	N 10701501	Bolt - M10x65	2
	1	N 10706901	Bolt - M10x55	3
	1	N 91029602	Double hex. Hd. Bolt - M10x55/M6x12	4
	1	N 91204001	Bolt - M8x50	5
	2	N 10552404	Bolt with shoulder - M12x1.5x70	6



The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2018 Volkswagen Group of America, Inc. All Rights Reserved.

Required Tools

	<p>Torque Wrench 5-50Nm -VAG1331- (or equivalent)</p>		<p>Torque Wrench 1331 Insert - Ring Wrench - 10mm -VAG1331/13- (or equivalent)</p>
	<p>Bits for VAG1331/13 -T10099- (or equivalent)</p>		<p>Engine Support Bridge -10-222A-</p>
	<p>Engine Support - Bracket w/Spindle and hook -10-222A/10-</p>		<p>Engine Support Bridge - Engine Support 28 -10-222A/28-</p>
	<p>Engine Support Bridge - Engine Support 28-2 -10-222A/28-2-</p>		<p>Engine Support Bridge - Engine Support 29 -10-222A/29-</p>
	<p>Engine Support - Basic Set Square Pipe -T40091/1- (Qty. 2)</p>		<p>Engine Support - Joint Fixture -T40091/3- (Qty. 2)</p>

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 ← 2	Open ← 1

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.

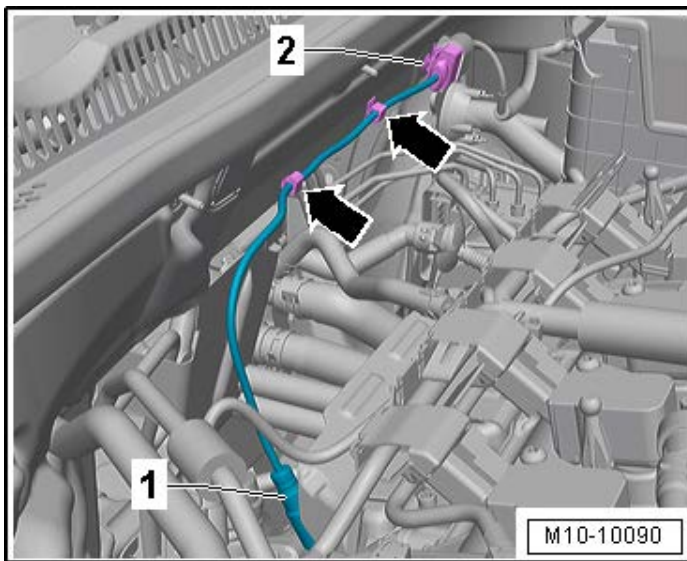
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

Proceed to Section B

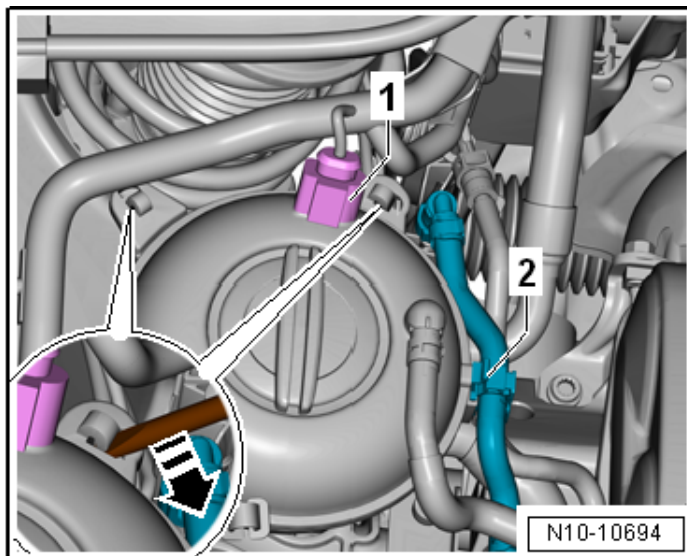
Section B – Repair Procedure

NOTE

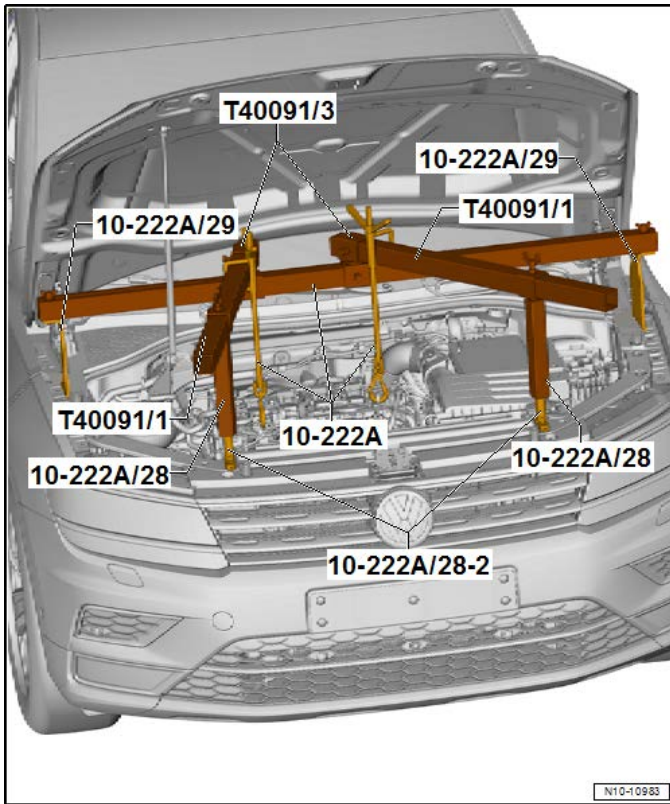
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, 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.



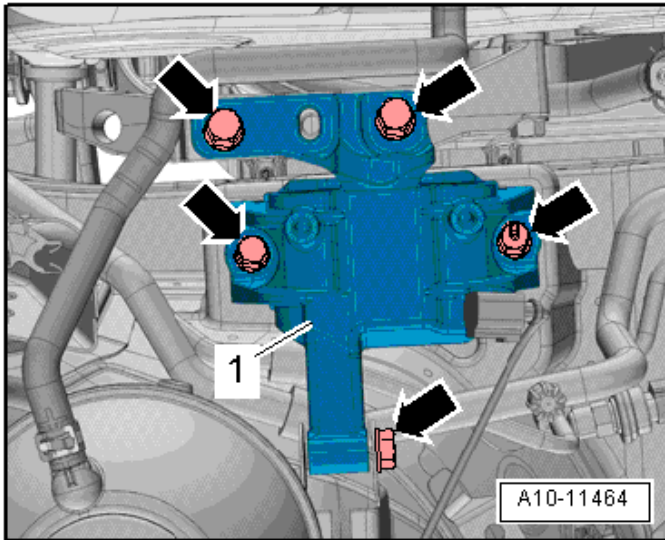
- Unclip the heated oxygen sensor cable from the brackets <arrows>.



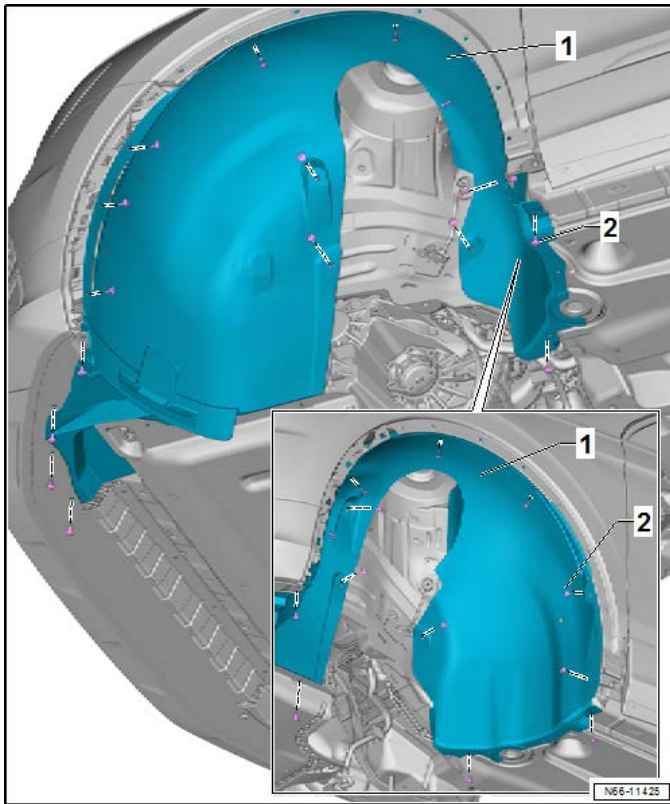
- Disconnect the connector <1>.
- Free up the hoses <2>.
- Release the retainers with a screwdriver in direction of <arrow> and move the coolant expansion tank to the side.
- Remove the engine cover.



- Support the engine in the Installation Position.
 - Refer to the ELSA Repair Manual: *Repair Manual > Engine > 4-Cylinder Direct Injection (2.0L, 4V, EA 888 Gen III BZ, Turbocharger, Chain Drive) > 10 Engine Assembly > Assembly Mounts > Engine, Supporting in Installation Position.*



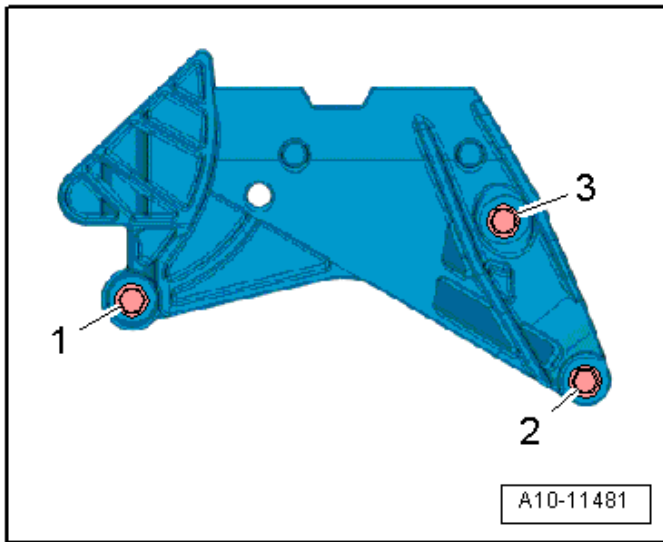
- Remove the bolts <arrows> and engine mount <1>.



- Remove the noise insulation.
- Remove the right front wheel housing liner <1>.

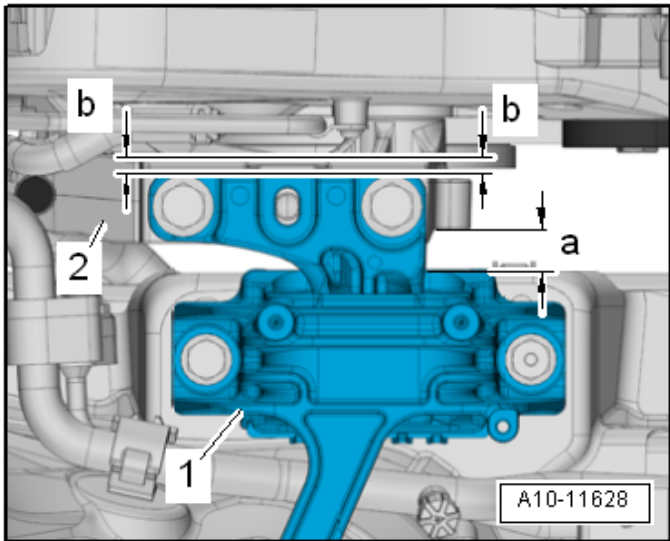
NOTE

Left side is shown. The right side is identical.

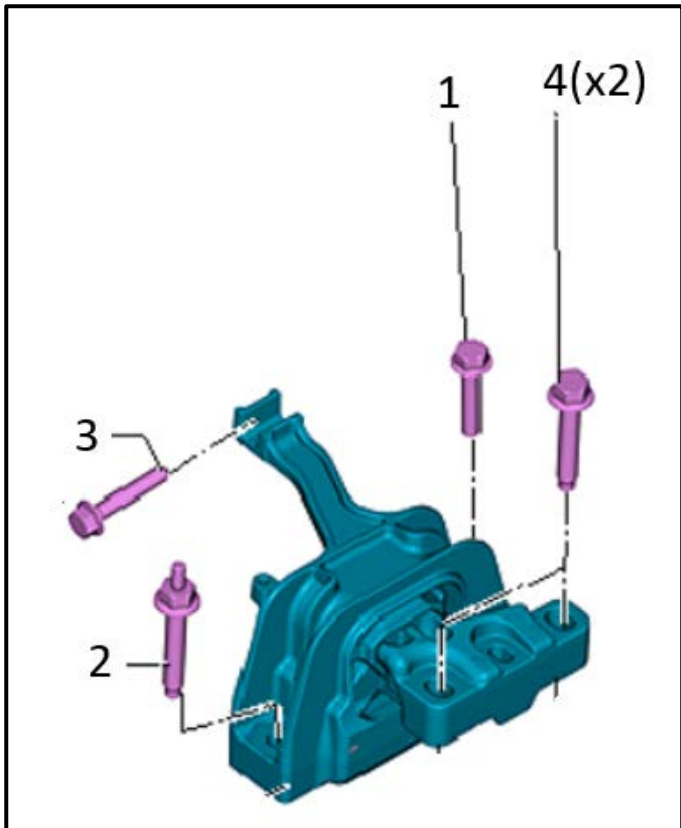


- Slightly lower the engine. Remove the bolts <1 and 2> with the -T10099- from below.
- Lift the engine again and remove the bolt <3> from the top.
- Install the new engine support with new bolts and torque the bolts in the following sequence:
 1. <1 to 3> 7 Nm
 2. <1 to 3> 40 Nm
 3. <1 to 3> 90°

Qty.	Part Number	Part Description
1	06K199207A	Engine Support
3	N 10701501	Bolt - M10x65



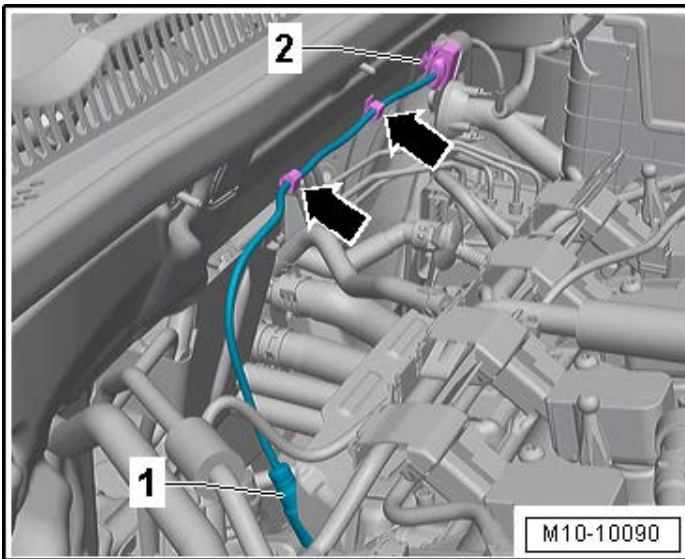
- When installing the engine mount, the following dimensions must be attained:
 - The clearance between the engine support <2> and the engine mount <1> must be <a> = 10 mm.
 - The casting edge on the engine support must be parallel to the engine mount support arm. Dimension = dimension .



- Install the engine mount using new bolts.

Qty.	Part Number	Part Description	Pos.
1	N 10706901	Bolt - M10x55	1
1	N 91029602	Double hex. Hd. Bolt - M10x55/M6x12	2
1	N 91204001	Bolt - M8x50	3
2	N 10552404	Bolt with shoulder - M12x1.5x70	4

- Torque bolt <1> to 40 Nm + 90°
- Torque bolt <2> to 40 Nm + 90°
- Torque bolt <3> to 20 Nm + 90°
- Torque bolts <4> to 60 Nm + 90°



- Reinstall right front wheel housing liner.
- Reinstall noise insulation.
- Reinstall engine cover.
- Reinstall coolant reservoir.
- Reinstall the heated oxygen sensor cable into the brackets <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).

Proceed to Section D.

Section D - Parts Return/Disposal

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