



Compliance Recall

Code: 01D2

Subject	Tire Information Label
Release Date	April 10, 2019
Affected Vehicles	U.S.A. & CANADA: Certain 2019 MY Volkswagen Tiguan <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> <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	The tire information label on affected vehicles contains incorrect tire dimensions and inflation pressures. This is noncompliant with FMVSS (USA) and CMVSS (Canada) 110 <i>Tire Selection and Rims</i> . Relying on incorrect specifications can lead to erroneous inflation pressure adjustment, or to installing the wrong tire size on the vehicle. Either of these situations can increase the risk of a vehicle crash.
Corrective Action	Install correct tire information label.
Parts Information	A supply of labels was sent to dealers with affected inventory prior to launch. Additional labels can be ordered through the Compliance Label Ordering Portal. Please have the VIN(s) you are ordering for available when you place your order.
Code Visibility	On or about April 10, 2019, 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. On or about April 10, 2019, this campaign code will show open on affected vehicles in Elsa. On or about April 10, 2019, 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 .
Owner Notification	Owner notification will take place in April 2019. Owner letter examples are included in this bulletin for your reference.
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. IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS <u>New Vehicles in Dealer Inventory:</u> 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 with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety. <u>Pre-Owned Vehicles in Dealer Inventory:</u> 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 <u>before delivery to consumers</u> . 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.vw.com.</i>

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.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

Service Number	01D2										
Damage Code	0099										
Parts Vendor Code	WWO										
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90										
Causal Indicator	Mark Labor as causal part*										
Vehicle Wash/Loaner	<p>Do not claim wash/loaner under this action</p> <p>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 section 3.30 in the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.</p> <p>Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.</p>										
Criteria I.D.	01										
	<p>Install Tire Information Label</p> <p>Labor operation: 0109 23 99 10 T.U.</p> <p>OUTSIDE MATERIAL</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>5NN010000BTRVU</td> <td>Tire Information Label</td> <td>\$20.00</td> </tr> </tbody> </table>			Quantity	Part Number	Description	Amount	1.00	5NN010000BTRVU	Tire Information Label	\$20.00
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1.00	5NN010000BTRVU	Tire Information Label	\$20.00								

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. ©2019 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 19V241

**Subject: Compliance Recall 01D2 – Tire Information Label
Certain 2019 Model Year Volkswagen Tiguan 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 certain 2019 model year Volkswagen Tiguan vehicles fail to conform to Federal Motor Vehicle Safety Standard 110, *Tire Selection and Rims*. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** The tire information label on affected vehicles contains incorrect tire dimensions and inflation pressures. Relying on incorrect specifications can lead to erroneous inflation pressure adjustment, or to installing the wrong tire size on the vehicle. Either of these situations can increase the risk of a vehicle crash.
- What will we do?** To correct this noncompliance, your authorized Volkswagen dealer will install the correct tire information label. This work will take just a few minutes 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. To set up an appointment online, please visit www.vw.com/find-a-dealer.
- 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 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.

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

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Compliance Recall 01D2 – Tire Information Label
Certain 2019 Model Year Volkswagen Tiguan Vehicles**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Volkswagen has decided that certain 2019 model year Volkswagen Tiguan vehicles fail to conform to Canadian Motor Vehicle Safety Standard 110, *Tire Selection and Rims*. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The tire information label on affected vehicles contains incorrect tire dimensions and inflation pressures. Relying on incorrect specifications can lead to erroneous inflation pressure adjustment, or to installing the wrong tire size on the vehicle. Either of these situations can increase the risk of a vehicle crash.

What will we do? To correct this noncompliance, your authorized Volkswagen dealer will install the correct tire information label. This work will take just a few minutes 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.

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, 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 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.
- 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 Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01	1	5NN.010.000.BT	Tire Information Label

- When placing label order ensure that the part number with suffix "RVU" is requested.
- Additional labels can be ordered through the Compliance Label Ordering Portal on vwHub.com.

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



- Open the driver side front door.
- Locate the “Tire and Loading Information” Label on the B-pillar <arrow>.
- Clean the surface of the existing label.

NOTE

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

- Peel the replacement label off the backing paper.
- Affix the replacement label over the existing label.

Part Number	Part Description
5NN.010.000.BT	Tire Information Label

- Ensure minimal air bubbles are created when installing the new 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).