




# Compliance Recall

## Code: 94L9

<b>Subject</b>	<b>Headlight Adjusting Screw Caps</b>					
<b>Release Date</b>	June 11, 2019					
<b>Affected Vehicles</b>	<b>U.S.A.: 2012-2020 MY Volkswagen Passat &amp; 2018-2019 MY Volkswagen Atlas</b> <b>Canada: 2012-2018 MY Volkswagen Passat &amp; 2018-2019 MY Volkswagen Atlas</b> <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 &amp; verification source.</i> <ul style="list-style-type: none"> <li>✓ Campaign status must show "open."</li> <li>✓ 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.</li> </ul>					
<b>Problem Description</b>	The headlights are not permitted to have a horizontal adjustment for vehicles certified according to regulatory requirements. The horizontal adjuster is blocked from further adjustment by means of a cap (after the initial adjustment is performed in the production process). Some vehicles did not have the required cap installed. Incorrectly adjusted headlights may result in reduced visibility (for the driver and other motorists) which could increase the risk of a crash.					
<b>Corrective Action</b>	Inspect and, if necessary, install missing headlight adjusting screw caps.					
<b>Parts Information</b>	<b>Parts Control Type:</b> <b>Upper Order Limit</b>		Parts will be managed with a weekly Upper Order Limit. Please see Parts On Command (POC) for your Upper Order Limit quantity.			
	<b>Initial Allocation:</b> <b>YES</b>		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.			
	<b>Criteria</b>	<b>Part Number</b>	<b>Description</b>	<b>Replacement Rate</b>	<b>Qty. per Vehicle</b>	<b>Ordering Method</b>
	All	4E0-941-041	Adjuster cap	7%	Up to 2	UOL
	<b>Repair Projection Tool (right click to open):</b> 					
<b>Code Visibility</b>	<p>On or about June 11, 2019, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.vw.com">www.vw.com</a> &amp; OMD Web). A list will not be posted for dealers who do not have any affected vehicles.</p> <p>On or about June 11, 2019, this campaign code will show open on affected vehicles in Elsa.</p> <p>On or about June 11, 2019, affected vehicles will be identified with this campaign code in the VIN Lookup tool at <a href="http://www.vw.com">www.vw.com</a> and on the NHTSA VIN lookup tool at <a href="http://www.safercar.gov">www.safercar.gov</a>.</p>					
<b>Owner Notification</b>	Owner notification will take place in July 2019. Owner letter examples are included in this bulletin for your reference.					
<b>Additional Information</b>	<b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b>					

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.

**IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS**

**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 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.vwclub.com](http://www.vwclub.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.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

<b>Service Number</b>	94L9						
<b>Damage Code</b>	0099						
<b>Parts Vendor Code</b>	WWO						
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90						
<b>Causal Indicator</b>	Mark labor as causal						
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action <b>U.S.A.:</b> 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. <b>Canada:</b> Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.						
<b>Criteria I.D.</b>	01 or 02						
	Inspect headlight horizontal adjusting screws; cap present on both headlights, no further work required. Labor operation: 0183 00 99 10 T.U. -OR- Check headlight horizontal adjusting screws; cap(s) <b>NOT</b> present, install cap(s). Labor operation: 9415 23 99 20 T.U. <table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>Up to 2.00</td><td>4E0941041</td><td>Cap</td></tr></tbody></table>	Quantity	Part Number	Description	Up to 2.00	4E0941041	Cap
Quantity	Part Number	Description					
Up to 2.00	4E0941041	Cap					

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**NHTSA:** 19V389

**Subject: Compliance Recall 94L9 – Headlight Adjusting Screw Caps  
2012-2020 Model Year Volkswagen Passat & 2018-2019 Model Year Volkswagen Atlas**

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 2012-2020 model year Volkswagen vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 108, *Lamps, Reflective Devices, and Associated Equipment*. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** The headlights are not permitted to have a horizontal adjustment for vehicles certified according to regulatory requirements. The horizontal adjuster is blocked from further adjustment by means of a cap (after the initial adjustment is performed in the production process). Some vehicles did not have the required cap installed. Incorrectly adjusted headlights may result in reduced visibility (for the driver and other motorists) which could increase the risk of a crash.
- What will we do?** To correct this noncompliance, your authorized Volkswagen dealer will inspect and, if necessary, install missing headlight adjusting screw caps. This work will take 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](http://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](http://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](http://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 94L9 – Headlight Adjusting Screw Caps  
2012-2018 Model Year Volkswagen Passat & 2018-2019 Model Year Volkswagen Atlas**

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 2012-2019 model year Volkswagen vehicles fail to conform to Canada Motor Vehicle Safety Standard (CMVSS) 108, *Lighting System and Retroreflective Devices*. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** The headlights are not permitted to have a horizontal adjustment for vehicles certified according to regulatory requirements. The horizontal adjuster is blocked from further adjustment by means of a cap (after the initial adjustment is performed in the production process). Some vehicles did not have the required cap installed. Incorrectly adjusted headlights may result in reduced visibility (for the driver and other motorists) which could increase the risk of a crash.
- What will we do?** To correct this noncompliance, your authorized Volkswagen dealer will inspect and, if necessary, install missing headlight adjusting screw caps. This work will take 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](http://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.

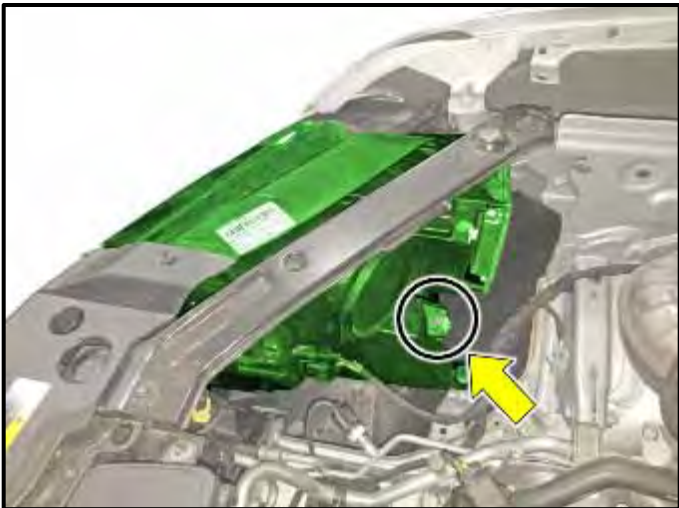
Sincerely,

Volkswagen Customer Protection

**NOTE**

- 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 Overview**



- Inspect horizontal adjustment screws on both headlights and install a cap, if necessary.
- Atlas shown.

**Required Parts**

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01 or 02	Up to 2	4E0.941.041	Cap

**NOTE**

The specified part numbers reflect the status at the start of this recall. 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.

## 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 ← <b>2</b>	Open ← <b>1</b>

**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**

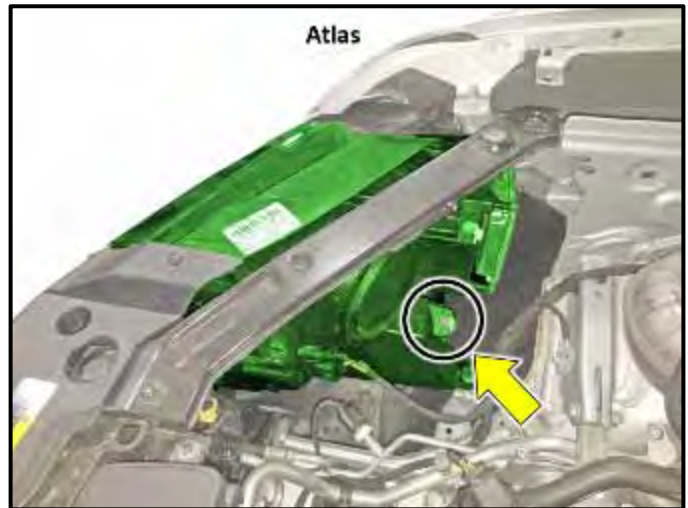
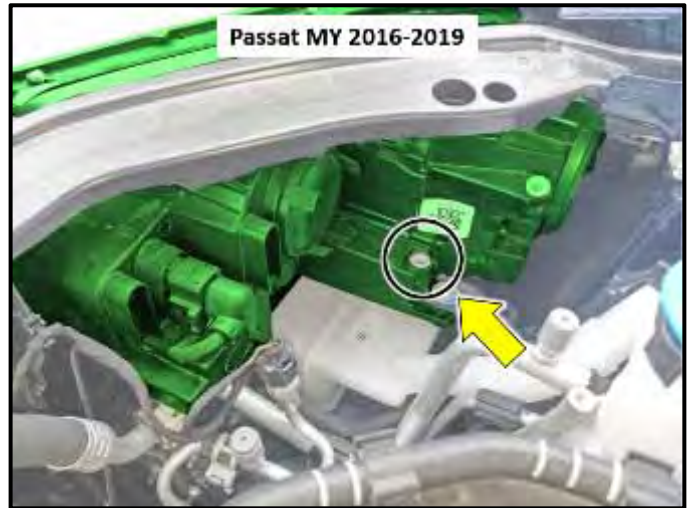
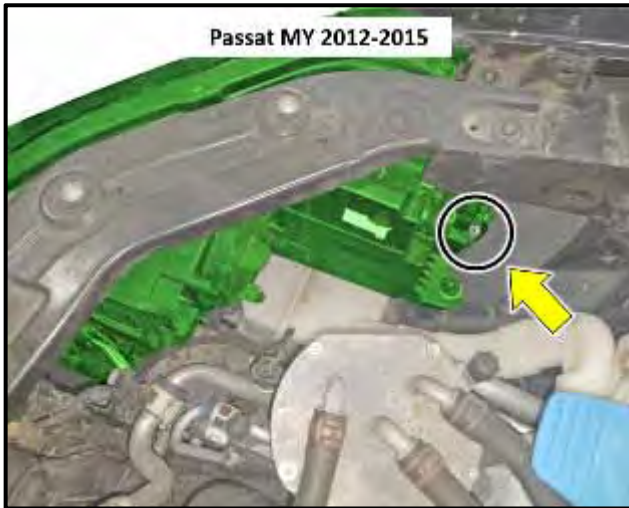


## Section B – Repair Procedure

- Both headlights must be inspected.
- Inspect for the presence of a cap on the horizontal adjustment screws.
- If the cap is missing (as shown in the photos), install a new cap into the horizontal adjustment screw.
- Ensure the cap is fully seated into the horizontal adjustment screw.

### NOTE

- DO NOT install caps on any other adjustment screws.
- The factory installed caps may be either black or white.
- Right side shown, left side is similar.



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).