



Compliance Recall - USA

Code: 94N7

Subject	Driver Headlight Aim																		
Release Date	September 03, 2020																		
Affected Vehicles	<table border="1"> <thead> <tr> <th>Country</th> <th>Beginning Model Year</th> <th>Ending Model Year</th> <th>Vehicle</th> <th>Vehicle Count</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2021</td> <td>2021</td> <td>ATLAS</td> <td>5</td> </tr> <tr> <td>USA</td> <td>2020</td> <td>2020</td> <td>ATLAS CROSS SPORT</td> <td>6</td> </tr> </tbody> </table>				Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2021	2021	ATLAS	5	USA	2020	2020	ATLAS CROSS SPORT	6
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USA	2021	2021	ATLAS	5															
USA	2020	2020	ATLAS CROSS SPORT	6															
	<p>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.</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	The driver side headlight may have been aimed too low during vehicle production. This makes the headlight noncompliant with FMVSS 108, <i>Lamps, Reflective Devices, and Associated Equipment</i> . A headlight that is incorrectly aimed can reduce driver visibility, increasing the risk of a crash.																		
Corrective Action	Adjust the driver side headlight aim to meet regulatory requirements.																		
Code Visibility	On or about September 03, 2020, the campaign code will be applied to affected vehicles.																		
Owner Notification	Owner notification will take place in September 2020. Owner letter examples are 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><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.</p> <p><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.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p> <p>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.</p>																		

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	94N7		
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	Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation 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
	9415 13 99	30	Adjust left (driver) front headlight

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>

NHTSA: 20V504

Subject: Compliance Recall 94N7 - Driver Headlight Aim

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 2020-2021 Volkswagen vehicles fail to conform to 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 driver side headlight may have been aimed too low during vehicle production. This makes the headlight noncompliant with FMVSS 108, Lamps, Reflective Devices, and Associated Equipment. A headlight that is incorrectly aimed can reduce driver visibility, increasing the risk of a crash.

What will we do? To correct this noncompliance, your authorized Volkswagen dealer will adjust the driver side headlight aim to meet regulatory requirements. This work will take about an hour 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 repair, as well as to accommodate their daily workshop schedule.

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.

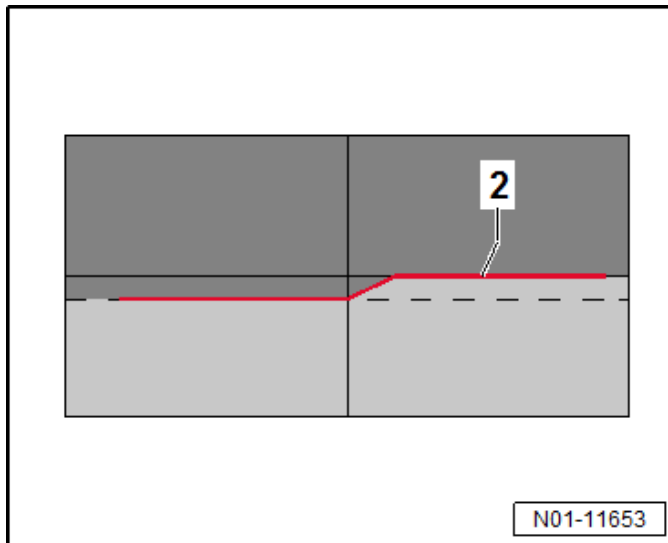
If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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

Repair Overview



- Adjust left (driver) front headlight

! 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





Headlight Aimer - Image Processing
-621001US-
(or equivalent)

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 – Aligning Left (driver) Headlamp

- The following pre-conditions must be met prior to aligning the left (driver) headlamp:
 - Tire pressure OK
 - The headlamp glass must not be damaged or dirty.
 - Reflectors and light sources OK
 - Move vehicle back and forth for a few meters or bounce the front and rear of vehicle several times up and down to settle the springs.
 - The vehicle and the headlamp adjusting unit must be on level ground.
 - Vehicle or headlamp adjusting unit must be aligned.
 - Angle dimension must be set.
 - The headlamp adjusting unit if equipped must be located in the correct adjustment mode.
 - **Pay attention to the Headlamp Adjusting Unit Owner's Manual.**
 - The current software for the Headlamp Adjusting Unit -VAS621001- is available on the homepage of the manufacturer.

NOTE

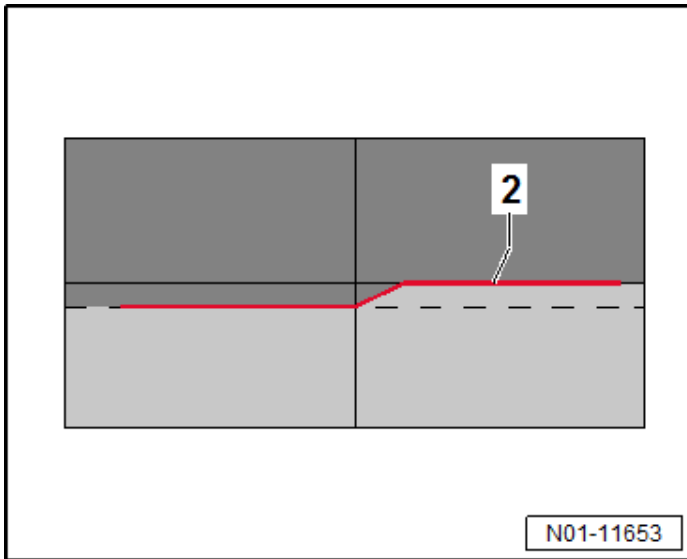
The designation VOR is visible on the headlamp from the exterior.

The sideways/lateral adjustment is sealed on SAE headlamps.

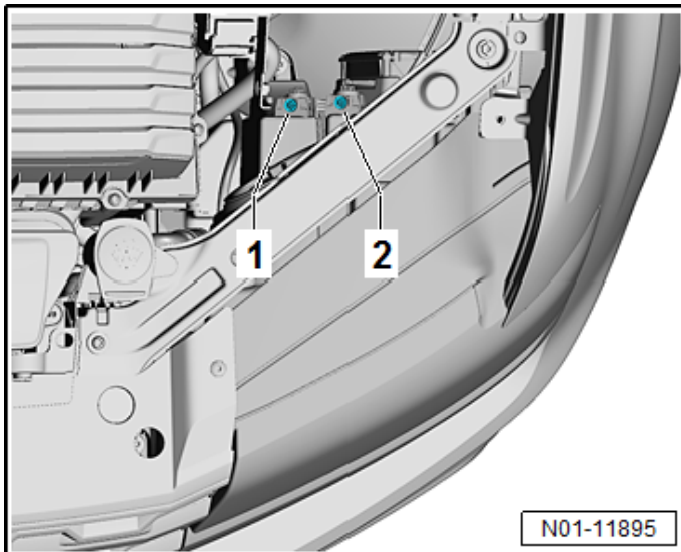
Angle dimension for SAE VOR LED headlamp:

Fuel Gauge Level	Angle Dimension
0 to ½	0.1%
½ to Full	0.0%

- Observe the fuel level to determine the correct Angle Dimension.



- Check if the right level cut-off line contacts the dividing line <2> on the headlamp adjusting unit test surface.



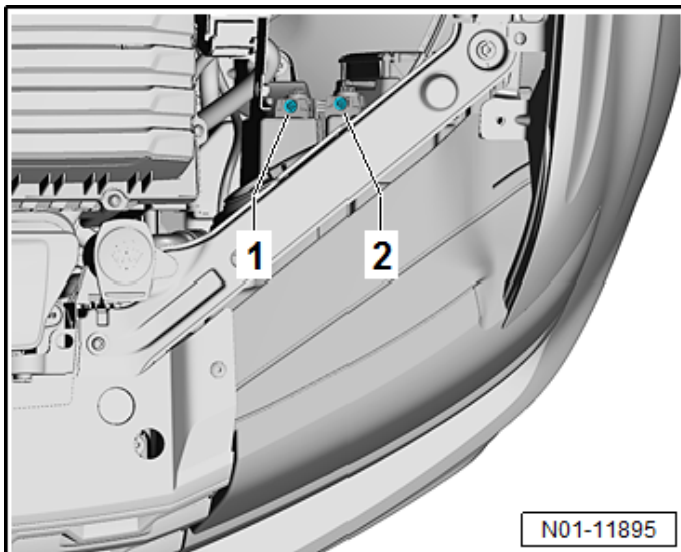
LED Headlamp, Adjusting, Version 1

- 1 - Lateral adjustment
- 2 - Height adjustment

- Turn the adjusting screw for height adjustment <2> until the correct setting is achieved.

CAUTION

The lateral adjustment should be sealed. DO NOT attempt to make a lateral adjustment.



LED Headlamp, Adjusting, Version 2

- 1 - Height adjustment
- 2 - Lateral adjustment

- Turn the height adjustment adjusting screw <1> until the correct setting is achieved.

CAUTION

The lateral adjustment should be sealed. DO NOT attempt to make a lateral adjustment.

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).