



Equipment Recall

XE99- Rear Hatch Accessory Spoiler

Equipment Recall Information	<p>This is an equipment recall for an accessory sold over the counter at Volkswagen dealerships. Due to the nature of this type of sale, Volkswagen does not have the ability to track sales or installation of this accessory.</p> <p>ELSA will <u>not</u> show a code for potentially affected VINs, and there will not be an owner notification mailing. <u>Dealers</u> are required to review their part sales records and immediately contact any customers to whom the recalled component was sold.</p>
Release Date	June 10, 2022
Affected Equipment	Rear Hatch Accessory Spoiler, Part Numbers 5NA-071-644--C9A and 5NA-071-644--C9X sold as an accessory at authorized Volkswagen dealerships between August 14, 2017 and November 19, 2021.
Potentially Affected Vehicles	<p>2018 - 2022 Tiguan (Long Wheel Base)</p> <p><i>Potentially affected model year(s)/models shown above. The Equipment Recall Code will <u>not</u> show up on the Campaigns/Actions screen in ELSA.</i></p>
Problem Description	Due to possible poor adhesion of the accessory rear spoiler to the vehicle body, there is a risk of the spoiler coming loose and falling off the vehicle. If the spoiler falls from the vehicle, it can become a hazard on the roadway for other traffic, posing a potential crash and injury risk to others.
Corrective Action	<p>Dealers are required to review their part sales records and immediately contact any customers to whom an affected rear hatch accessory spoiler (Part Numbers 5NA-071-644--C9A and 5NA-071-644--C9X) was sold, and replace it with an updated one free of charge.</p> <p>Dealers are also required to post the flyer found in Appendix A as directed.</p>
Precautions	If the recall condition is present on the vehicle, customers may notice that the spoiler has become loose or separated from the vehicle hatch. If this happens, customers are advised to contact an authorized Volkswagen dealer to have the issue addressed without delay.
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 potentially affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</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.*

Parts Information

Parts Control Type:**VIN to Order**

If parts are needed to support a vehicle repair:

- US Dealers - use AVA
- CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order

Quantity	Part Number	P.O.C. Part Description	Ordering Method
1	5NA-071-644-B C9A	SPOILER (white)	VIN to Order
1	5NA-071-644-B C9X	SPOILER (black)	VIN to Order
1	D -172-200-A2	1PK ADHES.	VIN to Order

NOTE

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

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.

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	XE99		
Damage Code	0099		
Parts Vendor Code	WVO		
Claim Type	12I (With VIN) Number 12, letter i 13I (NO VIN) Number 13, letter i		
Causal Indicator	Mark SPOILER* 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 Alternate Transportation Program. Please refer to 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>		
12I	Replace rear hatch accessory spoiler (Spoiler installed on vehicle)		
	LABOR		
	Labor Op	Time Units	Description
	6658 55 99	125	Replace rear spoiler
	PARTS		
	Quantity	Part Number	Description
	1.00	5NA071644B C9A OR 5NA071644B C9X	SPOILER* (white) OR SPOILER* (black)
	1.00	D 172200A2	1PK ADHES.
13I	Exchange rear hatch accessory spoiler (Spoiler NOT installed on vehicle)		
	PARTS		
	Quantity	Part Number	Description
	1.00	5NA071644B C9A OR 5NA071644B C9X	SPOILER* (white) OR SPOILER* (black)
	1.00	D 172200A2	1PK ADHES.

Continue to next page

12I and 13I claims

Must fill in the mileage/kilometers at installation and fitting date fields. Use current claim reception date and current mileage. The repair date, reception date and fitting date must all match.

Kilometres/			
Unit	Miles	Kilometre/Miles at installation	Fitting date
Miles ▼	<input type="text"/>	<input type="text"/>	<input type="text"/>

13I claims only

Select manufacturer listed below from the drop down box for manual claim entry.

Manufacturer	
VOLKSWAGEN PKW	VOLKSWAGEN DE MEXICO, S.A. DE C.V., PUEBLA/PUE. ▼

Kilometres/

Repair Overview



- Replace rear hatch spoiler.

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

 <p>Adhesive Strip Remover -VAS6349- (or commercially available equivalent)</p>	 <p>Bonded Window Tool Kit - Pull Handle (qty. 2) -VAG1351/1- (or commercially available equivalent)</p>
 <p>Cutting Cord -VAS861001/1A- (or commercially available equivalent)</p>	 <p>Roller (with rubber wheel) -T40400- (or commercially available equivalent)</p>
 <p>Cartridge Gun -VAG1628- (or equivalent)</p>	

! NOTE

- The special tools listed all have locally sourced, commercially available equivalents.
- If an equivalent cutting cord is used, do not use the metal wire style cutting cord/line.
- Bonded Window Tool Kit -VAG1351- includes one VAG1351/1 T-handle.

Required Shop Materials

 <p>320 Grit Sandpaper (locally sourced)</p>	 <p>Lint Free Towels (locally sourced)</p>
 <p>91% Isopropyl Alcohol (locally sourced)</p>	 <p>Low Adhesion (painters) Tape (locally sourced)</p>
<p><i>NOTE: Use only 91% Isopropyl alcohol as a cleaner (9% water). Do not use Isopropyl with any additional surfactants (cleaners) or additives (scents).</i></p>	 <p>Plastic Razor Blades (locally sourced)</p>

Repair Instruction

Section A - Check for Previous Repair

- If XE99 Campaign Completion label is present, no further work is required.
- If Safety Recall 66N5 is assigned to the vehicle, follow the 66N5 Circular.

Proceed to Section B

Section B – Repair Procedure

CRITICAL REPAIR STEPS

It is critical that the following is observed to ensure absolute success of the spoiler installation.

Before installing the spoiler:

- The spoiler must be installed on the same day it is removed.
- The surfaces must be properly cleaned.
- The spoiler must be properly prepped as described.
- The temperature range of the part and the vehicle when installing and during the curing time must be 60°F(16°C) to 104°F (40°C) to ensure proper adhesion.
- The adhesive must be applied exactly as directed.

After installation of the spoiler:

- Wait 12 hours after installation before removing the low adhesion tape.
- Do not release vehicle to customer before the end of the 12 hour curing time.
- Do not drive over 5 mph/8 kph for 12 hours after installation.
- Do not drive above 60 mph/100 kph for 24 hours after installation.
- The spoiler should not be mechanically stressed for 12 hours after installation.
- Do not wash vehicle using mechanical or high pressure wash system for 48 hours after installation.



NOTE

The illustrations in these work instructions may show only one side of the spoiler or vehicle. The work mentioned should be carried out on both sides of the spoiler or vehicle.

Tape off roof:

NOTE

Before starting, make sure painted and trim surfaces are protected to avoid scratching during installation.

Use proper surface protection covers and work attire that are free of dirt and grease

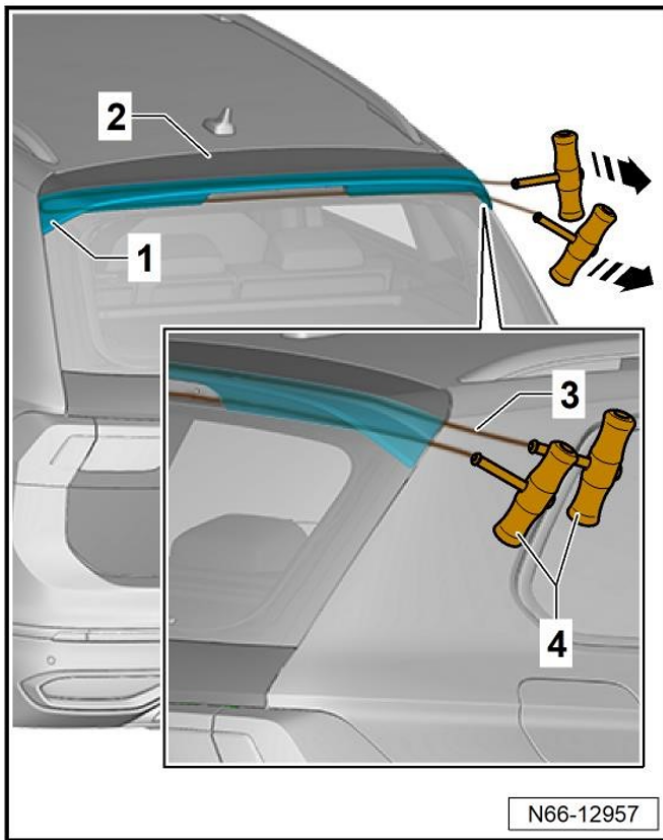
- Using low adhesion tape, cover the adjacent painted surfaces and gap between roof and rear lid to help prevent paint damage.

Remove spoiler:

- Carefully guide the cutting twine <3> around the spoiler between the rear lid <2> and the spoiler <1> on the edge.
- Slowly move in a light sawing motion the T-handles across the spoiler cutting the adhesive bead, bonding points and the adhesive tape.
- A second technician will be required to prevent the spoiler from falling and potentially damaging the vehicle.

CAUTION

Avoid abrupt movements while cutting adhesive. Only pull with even pressure and light sawing motion to cut through adhesive to prevent paint damage.





Remove adhesive tape residue:

- Remove the adhesive tape residue using cleaning wheel -VAS6349- (or equivalent).
- ALL adhesive tape residue must be removed from the rear lid.



Remove adhesive residue:

- Carefully cut remaining adhesive down to 1mm thickness with a plastic razor blade taking care not to damage paint.
- **DO NOT apply cleaner or solvents to the old adhesive.**

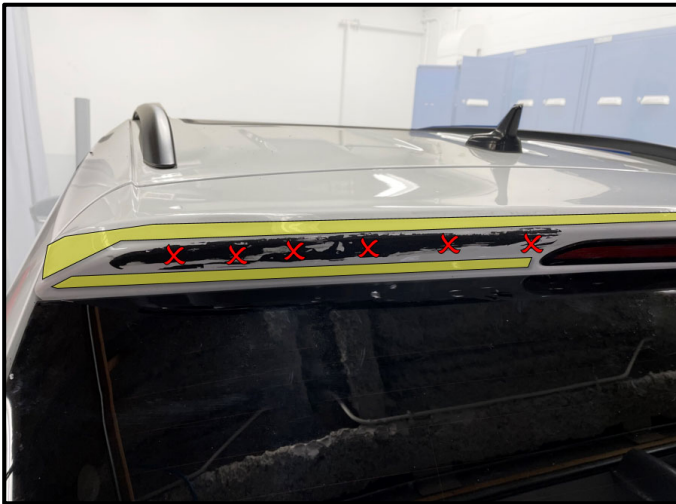
! NOTE

The remaining adhesive material acts as a base for the new application of adhesive.



Dry fit spoiler:

- Do not remove any of the protective film from the adhesive tape on the new spoiler.
- Temporarily place the spoiler on the vehicle so it is centered and all gaps are even.
- Mark the position using low adhesion tape.
- Then cut the tape between the rear lid and the new spoiler.
- The tape will act as a guide when the final installation is completed.



Clean rear lid:

⚠ CRITICAL REPAIR STEP

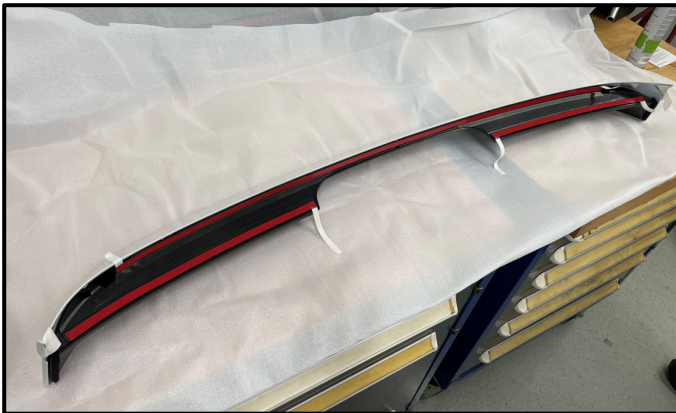
Use only 91%+ Isopropyl alcohol as a cleaner (9% water). Always allow cleaner to fully evaporate prior to starting the installation. Do not use Isopropyl with any additional surfactants (cleaners) or additives (scents).

All installation areas must be completely free of any detergent, wax or detailing residue for proper adhesion.

- **DO NOT apply cleaner or solvents to the old adhesive.**
- Clean the rear lid in the areas that will make contact with the double sided tape using isopropyl alcohol.
- Allow to dry for at least 10 minutes.

! NOTE

It is not necessary to clean the adhesive surface as long as the new spoiler will be installed on the same day.



Prepare new spoiler:

- Protect the new spoiler from damage while preparing it for installation.
- Place a clean towel or packing material on the work bench.



Sand spoiler:

- Sand spoiler in the areas shown using 320 grit sandpaper.
- The sanding must be done in a non-directional (cross-hatch) pattern.



- Example of a properly sanded spoiler shown.



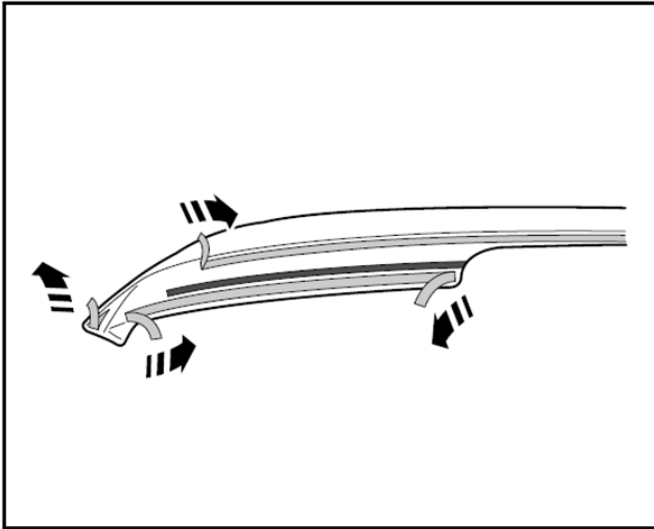
Clean spoiler:

⚠ CRITICAL REPAIR STEP

Use only 91% Isopropyl alcohol as a cleaner (9% water). Always allow cleaner to fully evaporate prior to starting the installation. Do not use Isopropyl with any additional surfactants (cleaners) or additives (scents).

All installation areas must be completely free of any detergent, wax or detailing residue for proper adhesion.

- Clean all debris/sanding dust off the spoiler with compressed air.
- Clean areas shown with isopropyl alcohol and lint free cloths.
- Allow to dry for at least 10 minutes.

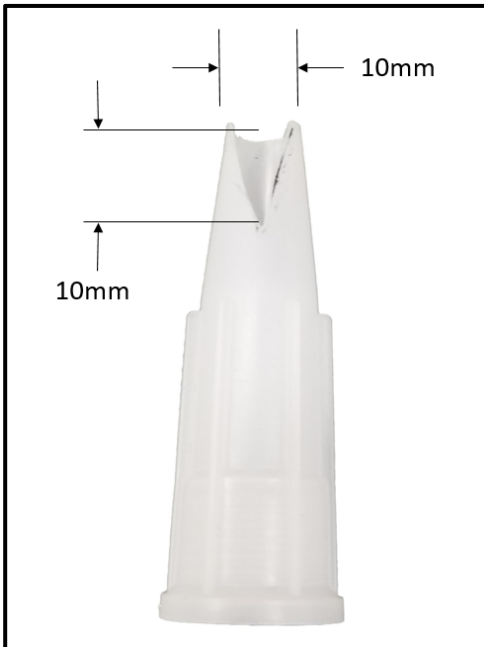


Position protective film tabs:

- Pull off protective film approx. 3 cm at all endings (arrows) and fold outwards.

i TIP

Secure the protective film tabs with tape to allow easy access once the spoiler is attached to the vehicle.



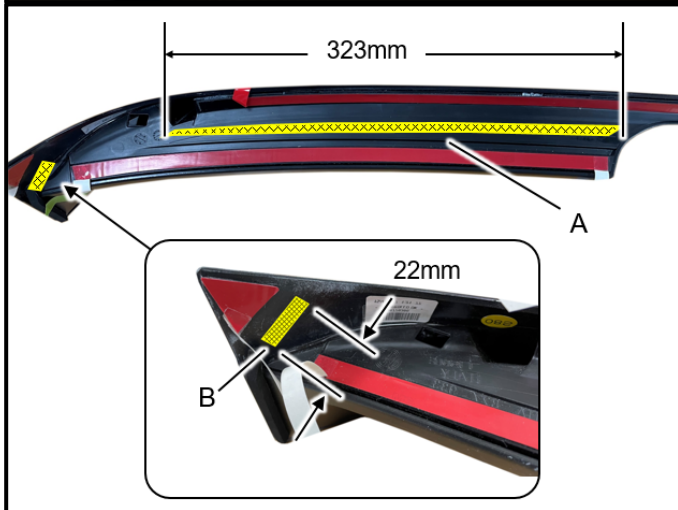
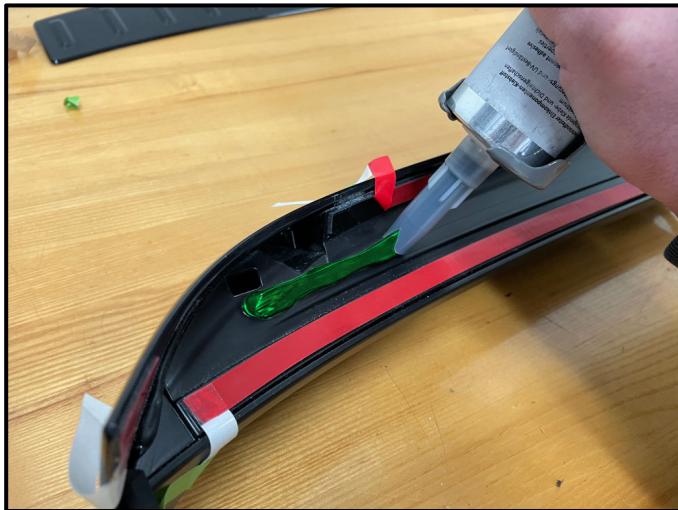
Prepare adhesive for installation:

- Cut the adhesive nozzle to a 10mm diameter opening and 10mm deep V-channel.



NOTE

Pay attention to the expiration date on the adhesive.
Do not use expired adhesive.

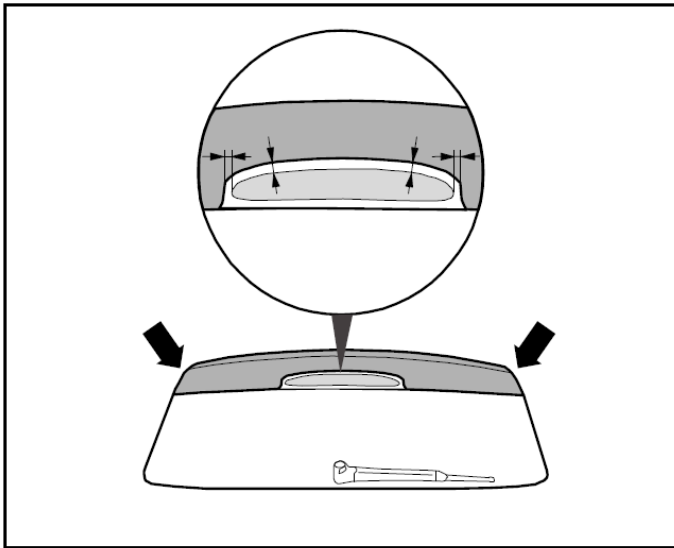


Apply adhesive:

CAUTION

Do not apply adhesive to the double sided tape.

- A minimum distance of 3mm must be maintained between the adhesive bead and the double sided tape.
- Evenly apply a 10mm wide x 10mm high x 323mm long bead of adhesive in area <A> on both sides of the spoiler.
- Evenly apply a 10mm wide x 10mm high x 22mm long bead of adhesive in area on both ends of the spoiler.



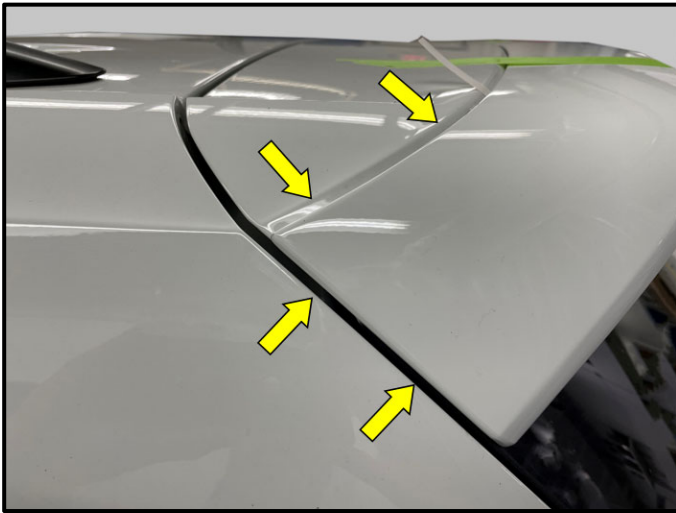
Install spoiler:

! NOTE

Installing the spoiler may require the assistance of a helper to insure proper positioning.

Use isopropyl alcohol to clean any adhesive that may have pushed out during the installation.

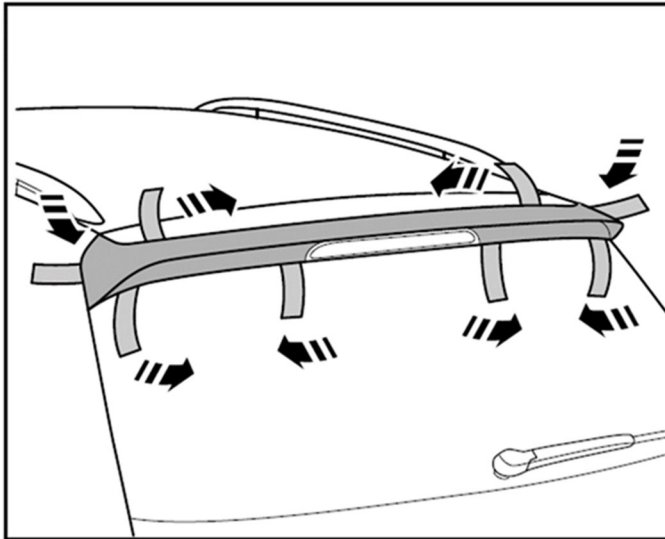
- Position the spoiler onto the vehicle. Center the spoiler as you place it on the vehicle.



- When installing the spoiler, ensure the gaps and body seam distances are even on both sides of the vehicle.



- Starting from the middle to the outer edges, work your way along the spoiler pressing firmly to secure the spoiler once the spoiler is correctly positioned.

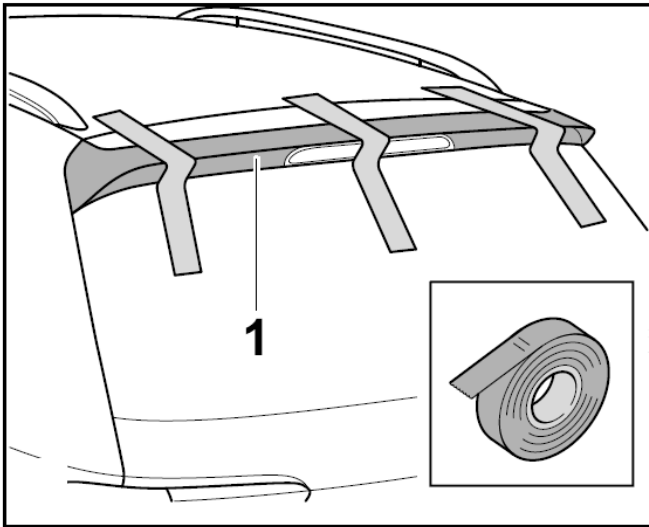


- Once the spoiler is in the correct position remove the protective film from the double-sided tape.
- While pulling off the protective film, push on the spoiler into the body at the same time.



- Using tool -T40400- (or equivalent) roll all of the exterior contact edges (double sided tape to body) with a force of 70-100N to fully seat the double sided tape.





Apply tape:

- After the spoiler has been firmly secured to the vehicle, place pieces of low adhesion tape across the spoiler to hold it in place during the curing time.

Quality check:

- Gaps should be equal on each end and along the top of the roof edge spoiler. Ensure there is no adhesive pushing out of the roof edge spoiler.





Allow adhesive to cure:

⚠ CRITICAL REPAIR STEP

STOP! STOP!

It is critical that the following is observed to ensure absolute success of the spoiler installation.

Wait 12 hours after installation before removing the low adhesion tape.

Do not release vehicle to customer before the end of the 12 hour curing time.

Do not drive over 5 mph/8 kph for 12 hours after installation.

Do not drive above 60MPH/100KPH for 24 hours after installation.

The spoiler should not be mechanically stressed for 12 hours after installation.

Do not wash vehicle using mechanical or high pressure wash system for 48 hours after installation.

- A note reminding drivers of these curing instructions is included at the end of this circular and is also posted in ServiceNet. Print this note out and place inside the vehicle where the driver can clearly see it.

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/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 – Dealership Flyer

Please print out and post this equipment recall flyer in a prominent location at your dealership, including the Service Areas, Cashier, and Parts Counter.

Example:

SAFETY RECALL

REAR HATCH ACCESSORY SPOILER (XE99)



AFFECTED PART
Rear Hatch Accessory Spoiler, VW Part Numbers NA-071-644--C9A and 5NA-071-644--C9X
Sold August 14, 2017 - November 19, 2021 for 2018-2022 MY Volkswagen Tiguan vehicles.

PROBLEM:	<p>Volkswagen is recalling approximately 275 rear hatch accessory spoilers due to possible poor adhesion of the spoiler to the vehicle body. There is a risk of the spoiler coming loose and falling off the vehicle, becoming a hazard on the roadway for other traffic and posing a potential crash and injury risk to others.</p> <p>If the spoiler has become loose or separated from vehicle hatch, contact an authorized Volkswagen dealer without delay.</p>
REMEDY:	<p>Customers who purchased one of these spoilers should contact an authorized Volkswagen dealer without delay for a service appointment to have the affected rear accessory spoiler replaced free of charge.</p> <p>Volkswagen dealers will be reviewing their sales records and reaching out to customers known to have purchased one of these recalled spoilers.</p>

**FOR FURTHER INFORMATION, CONTACT AN AUTHORIZED VOLKSWAGEN DEALER
or reach out to Volkswagen at www.vw.com/contact or by calling 800-893-5298.**

XE99 JUNE 2022

IMPORTANT

 **STOP!** 

It is critical that the following is observed to ensure absolute success of the spoiler installation.

- Wait 12 hours after installation before removing the low adhesion tape.
- Do not drive over 5 mph/8 kph for 12 hours after installation.
- Do not drive above 60 mph/100 kph for 24 hours after installation.
- The spoiler should not be mechanically stressed for 12 hours after installation.
- Do not wash vehicle using mechanical or high pressure wash system for 48 hours after installation.

Date and time of spoiler installation: DATE: _____ TIME: _____ AM / PM