



# Safety Recall

## Code: 66N5

# REVISION

**Subject** Rear Hatch Accessory Spoiler

**Release Date** June 16, 2022

**REVISION SUMMARY** Added link to repair video in the repair instructions.

**NOTE:** Updated areas in this document are indicated by an orange bar in the right margin

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2018	2022	TIGUAN	6,553
CAN	2018	2022	TIGUAN	38

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 only valid campaign inquiry & verification source.

- ✓ 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**

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.

**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.

**Corrective Action**

Replace rear hatch accessory spoiler.

**Code Visibility**

On or about June 10, 2022, the campaign code was applied to affected vehicles.

**Owner Notification**

Owner notification took place in June 2022. 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 RECALL:**

**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.

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. ©2022 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

**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](http://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

**Initial Allocation:**  
**NO**

There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.

**Repair Projection Tool:**  
**(right click to open)**



Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	5NA-071-644-B C9A	SPOILER (white)	VIN to Order
02	1	5NA-071-644-B C9X	SPOILER (black)	VIN to Order
01 or 02	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. 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>	66N5		
<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 SPOILER* as causal part		
<b>Vehicle Wash/Loaner</b>	<p>Do not claim wash/loaner under this action</p> <p><b>U.S.A.:</b> 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><b>Canada:</b> Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.</p>		
<b>Criteria I.D.</b>	01		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	6658 55 99	125	Replace rear spoiler
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	5NA071644B C9A	SPOILER* (white)
	1.00	D 172200A2	1PK ADHES.
<b>Criteria I.D.</b>	02		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	6658 55 99	125	Replace rear spoiler
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	5NA071644B C9X	SPOILER* (black)
	1.00	D 172200A2	1PK ADHES.

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. ©2022 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:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**NHTSA:** 22V226

**Subject: Safety Recall 66N5 - Rear Hatch Accessory Spoiler**

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 2018-2022 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

<b>What is the issue?</b>	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.
<b>What will we do?</b>	Your dealer will be able to begin scheduling this recall repair on <u>June 10, 2022</u> .  To correct this defect, your authorized Volkswagen dealer will replace the rear hatch accessory spoiler. This work may take up to two days 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.
<b>What should you do?</b>	Please contact your authorized Volkswagen dealer on or after June 10, 2022 to schedule this recall work. To set up an appointment online, please visit <a href="http://www.vw.com/find-a-dealer">www.vw.com/find-a-dealer</a> .
<b>Precautions you should take</b>	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.
<b>Lease vehicles and address changes</b>	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.
<b>Reimbursement of Expenses</b>	If you have previously paid for repairs relating to the condition described in this letter, please refer to the enclosed form that explains how to request reimbursement.
<b>Can we assist you further?</b>	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 <a href="http://www.vw.com/contact">www.vw.com/contact</a> or by calling us at 800-893-5298.
<b>Checking your vehicle for open Recalls and Service Campaigns</b>	To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit <a href="http://www.vw.com/owners/recalls">www.vw.com/owners/recalls</a> 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:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Transport Canada Recall:** 2022-170

**Subject: Safety Recall 66N5 - Rear Hatch Accessory Spoiler**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** 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.

**What will we do?** Your dealer will be able to begin scheduling this recall repair on June 10, 2022.  
To correct this defect, your authorized Volkswagen dealer will replace the rear hatch accessory spoiler. This work may take up to two days 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 on or after June 10, 2022 to schedule this recall work.

**Precautions you should take** 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.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

**Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, please refer to the enclosed form that explains how to request reimbursement.

**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

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. ©2022 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

## 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><b><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></b></p>	 <p>Plastic Razor Blades (locally sourced)</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 	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 – Repair Procedure

### CRITICAL REPAIR STEPS

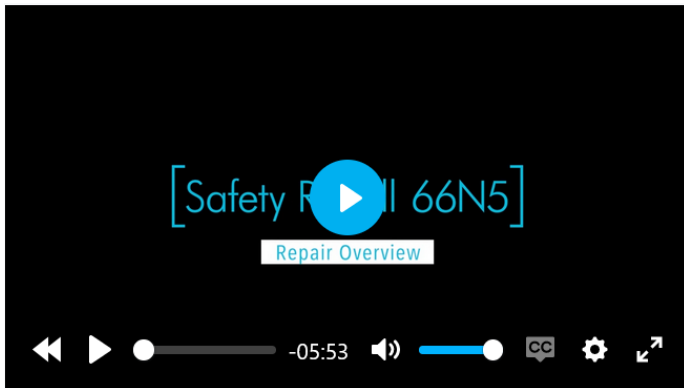
**It is critical that the following is observed to ensure absolute success of the spoiler installation.**

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.



Scan the QR code or follow the link below to view a repair overview video for this repair.



<https://vwcup.track360.com/library/12754>



**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

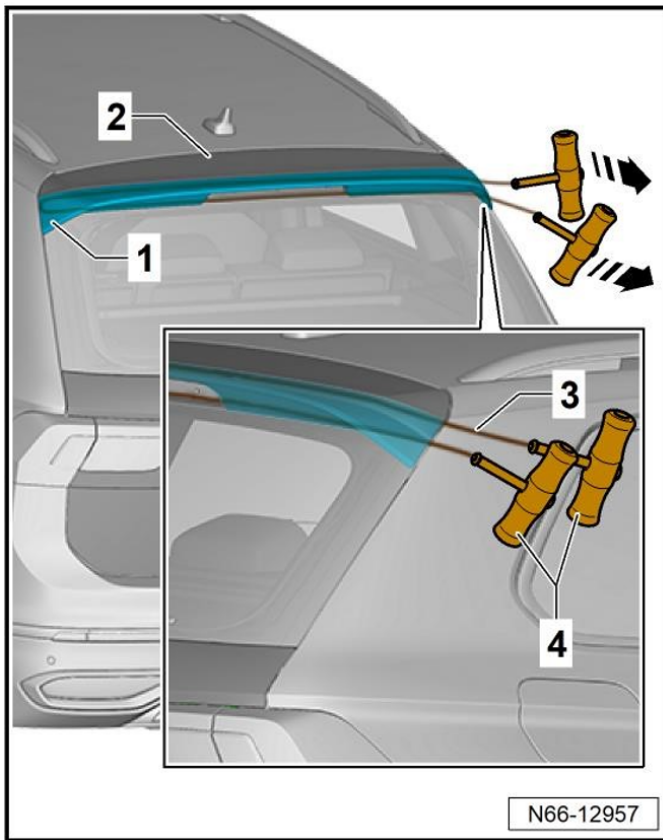
- Using low adhesion tape, cover the adjacent painted surfaces and gap between roof and rear lid to help prevent paint damage.

**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.

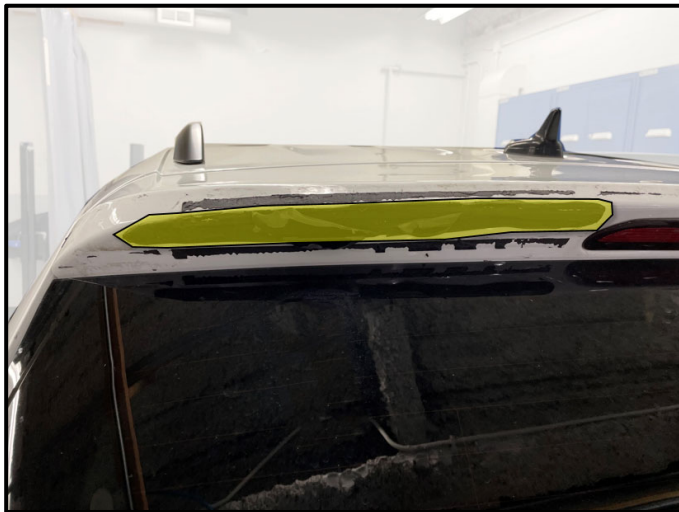


N66-12957



#### 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.**

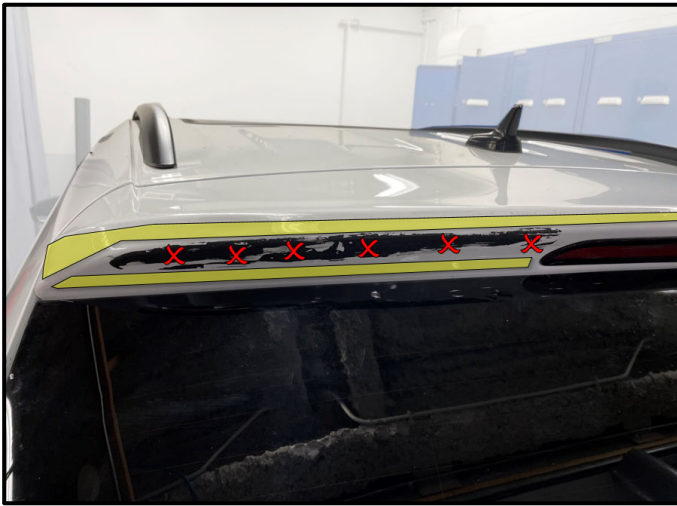
#### ! NOTE

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**

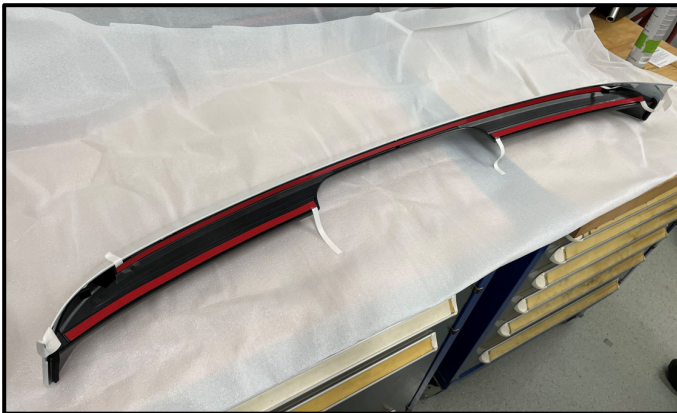
Use only 91%+ Isopropyl alcohol as a cleaner (9% water). Always allow cleaner to fully evaporate prior to starting the installation. Do not use Isopropyl with any additional surfactants (cleaners) or additives (scents).

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.



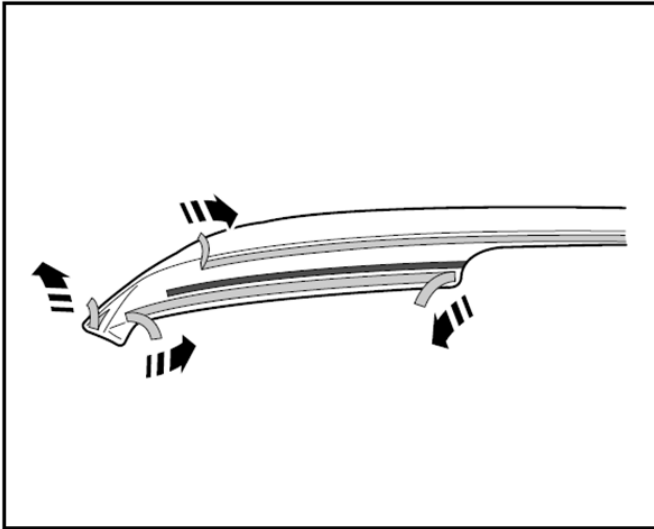
### Clean spoiler:

#### **⚠ 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.

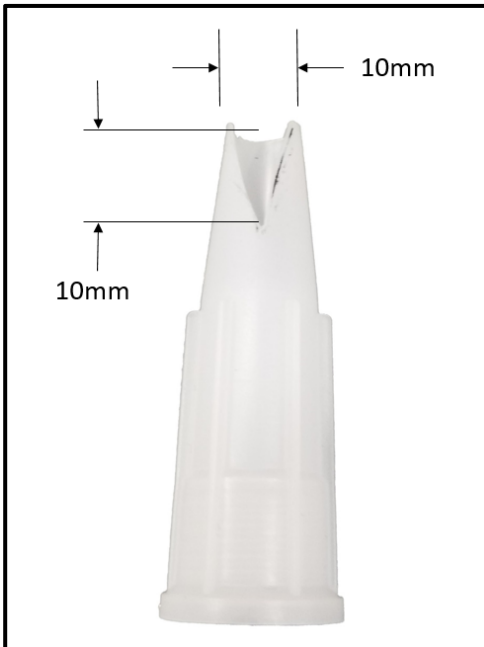


#### Position protective film tabs:

- 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:

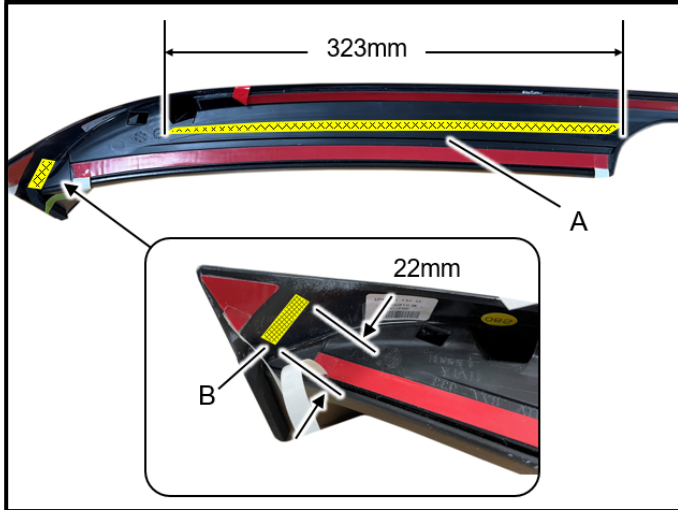
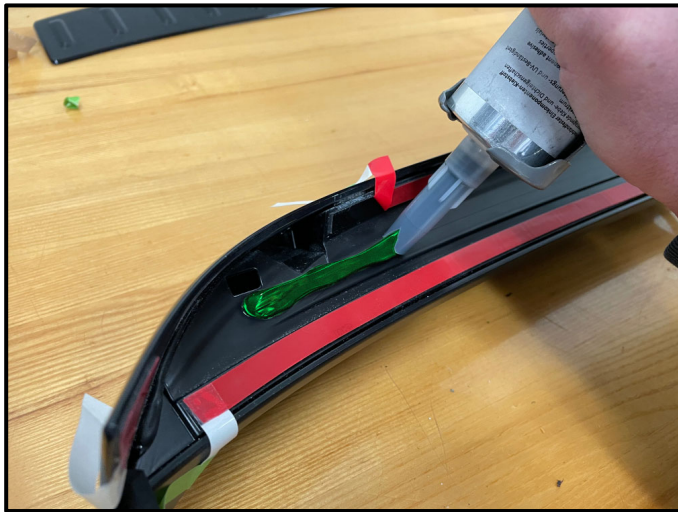
- Cut the adhesive nozzle to a 10mm diameter opening and 10mm deep V-channel.





**NOTE**

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

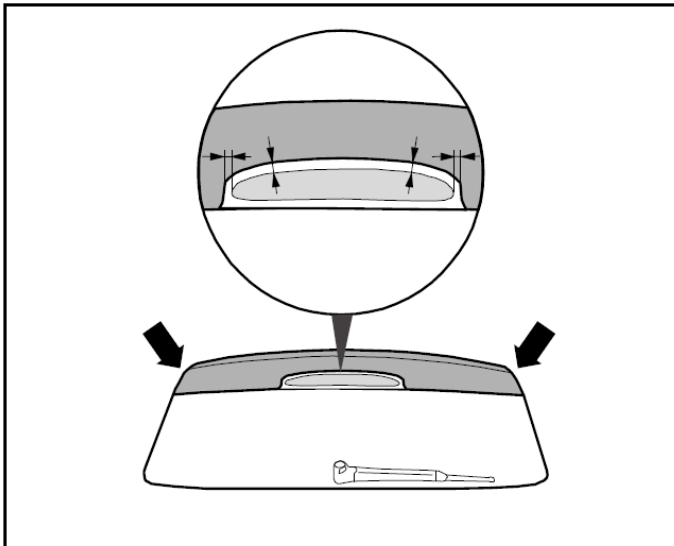


### Apply adhesive:

#### **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 <B> on both ends of the spoiler.



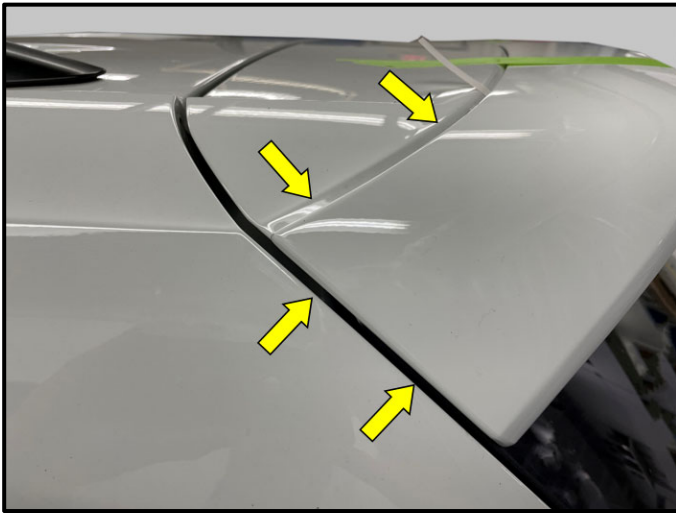
### Install spoiler:

#### ! 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.

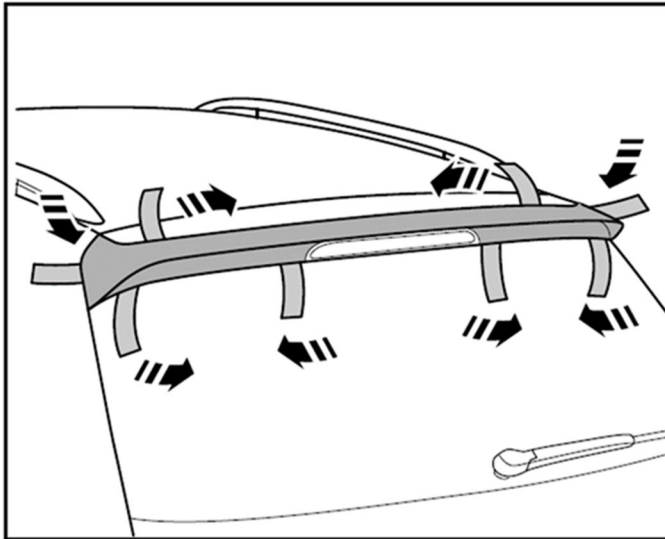
- Position the spoiler onto the vehicle. Center the spoiler as you place it on the vehicle.



- 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.

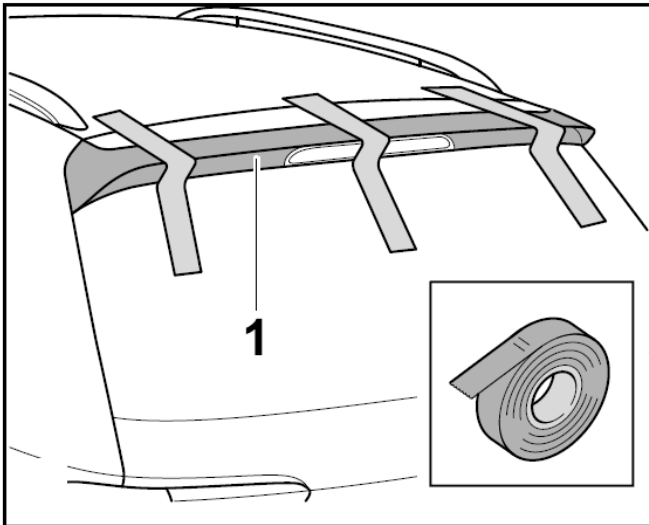


- Once the spoiler is in the correct position remove the protective film from the double-sided tape.
- While pulling off the protective film, push on the spoiler into the body at the same time.



- 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.

## **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