



**Das Auto.**

## **VOLKSWAGEN DEALERSHIP COMMUNICATION**

Date: January 2, 2014

To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator

Subject: Upcoming Safety Recall 97Z9  
Fuse (Plug-in Position F16)  
2009-2011 Model Year Volkswagen Tiguan

**IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION**

### **Upcoming Safety Recall 97Z9**

We would like to inform you of an upcoming Safety Recall. Please refer to the attached Campaign Data Sheet for additional information.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Product Compliance

Attachment: Campaign Data Sheet (1)



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## CAMPAIGN DATA SHEET

<b>CAMPAIGN TYPE</b>		<b>SAFETY RECALL</b>
<b>SAGA CODE</b>		<b>97Z9</b>
<b>MARKET(S)</b>		United States and Canada
<b>AFFECTED VEHICLES</b>		2009-2011 Model Year Volkswagen Tiguan
<b>TOPIC</b>		Fuse (Plug-in Position F16)
<b>PROBLEM DESCRIPTION</b>		High thermal cycling and a soft-coated fuse used at the F16 location may cause movement between the socket and the fuse blade. This thermal dilution may cause abrasions on the fuse blade coating, which increases resistance. If this happens it may result in localized overheating. This, in turn, can disrupt the electrical current flow to the vehicle's exterior lights and cause a partial loss (but not a complete failure) of the vehicle's exterior lighting. A warning lamp and message in the instrument cluster will immediately alert the driver. Failing illumination may lead to reduced visibility of the vehicle and may lead to a crash.
<b>CORRECTIVE ACTION</b>		Replace the existing F16 position fuse with a new, optimized hard-coated fuse.
<b>CUSTOMER NOTIFICATION DATE</b>		On or about January 3, 2014
<b>ELSAWEB VISIBILITY DATE</b>		On or about January 3, 2014
<b>VIM VISIBILITY DATE</b>		On or about January 3, 2014
<b>VEHICLE COUNT</b>	<b>TOTAL AFFECTED</b>	<b>USA:</b> Approximately 62,155 <b>CANADA:</b> Approximately 16,235
	<b>DEALER INVENTORY</b>	NONE
	<b>CPO INVENTORY</b>	<b>USA:</b> Approximately 648 <b>CANADA:</b> 0
<b>APPROXIMATE REPAIR TIME</b>		Up to 30 TU
<b>SPECIAL TOOLS NEEDED?</b>		SEE WORK PROCEDURE INSTRUCTIONS
<b>PARTS REQUIRED</b>		SEE WORK PROCEDURE INSTRUCTIONS
<b>COMPLETION FACTOR/REPLACEMENT RATE (TARGETED ALLOCATION INFORMATION)</b>		N/A – Targeted allocation not used
<b>PROJECTED DEALER RETURN BLOCK DATE</b>		N/A – Targeted allocation not used
<b>INITIAL PARTS ALLOCATION DATE</b>		N/A – Targeted allocation not used
<b>TECHNICIAN TRAINING REQUIRED?</b>		SEE WORK PROCEDURE INSTRUCTIONS

**IMPORTANT!** To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc. See the campaign circular on ElsaWeb for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.



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<b>EXPIRATION DATE</b>	NONE
<b>ADDITIONAL INFORMATION</b>	<ul style="list-style-type: none"><li>• Parts will be on Upper Order Limits for this recall.</li><li>• Important Reminder on Vehicles Affected by Safety and Compliance Recalls: 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.</li></ul>

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