



VOLKSWAGEN DEALERSHIP COMMUNICATION

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

Name

Subject: Safety Recall Announcement

Title

Safety Recall 24M9/R7
2009 Model Year Tiguan with 2.0T FSI ULEV II Engine
Engine Control Module (ECM) Software Update

Product Department
Compliance

May 21, 2008 Date

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION Safety Recall 24M9/R7 Announcement

Volkswagen will notify the NHTSA and Transport Canada that some 2009 model year Tiguan vehicles equipped with a 2.0T FSI ULEV II engine are affected by Safety Recall 24M9/R7. There are approximately 4,900 affected vehicles in the United States and approximately 630 affected vehicles in Canada.

What is the problem?

The affected vehicles equipped with a 2.0T FSI ULEV II engine have an engine control module (ECM) containing software that may not properly control engine idle with the air conditioning turned on. In rare cases, the ECM may unexpectedly increase engine RPM. An engine surge caused by an unexpected increase in engine RPM may surprise the vehicle operator and can result in a crash without warning.

What should dealers do?

If you have one of these vehicles in dealer inventory, ***DO NOT*** sell, lease, or dealer trade it until Safety Recall 24M9/R7 has been completed on it. Additionally, if you are using an affected vehicle as a demo, discontinue doing so immediately until the repair has been completed. Even though the 24M9/R7 code will not show open on affected vehicles in ElsaWeb until May 22, 2008, dealers must perform this campaign on all 2009 Tiguans in dealer stock prior to retail sale.

Customer Satisfaction Allowance Information

Customers are eligible for a fuel fill-up and vehicle wash once the repair has been completed, in addition to a one-day loaner vehicle (if needed). To help cover these items, and to cover additional things dealers would like to do to help improve the customer's dealership experience, we are including a special \$150.00 Customer Satisfaction Allowance. Dealers should refer to the campaign circular for claiming instructions and eligibility regarding this Customer Satisfaction Allowance. This allowance will be available until August 30, 2008.

When will the software and the 24M9/R7 campaign circular be available?

The software for this action is available immediately through SVM, and the campaign circular for Safety Recall 24M9/R7 will be posted shortly on ElsaWeb/ServiceNet. Please refer to the circular for complete repair and claiming instructions. Your FOM team will be provided a report on dealer stock vehicles needing repair and will be monitoring and encouraging campaign completion.

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.

Thank you for your assistance in this important matter. If you have any questions or require additional assistance, please contact the Campaign Helpline at 1-800-741-2919.

Volkswagen Product Compliance

IMPORTANT!

To ensure that ALL of your personnel are aware of this recall 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.

Frequently Asked Questions (FAQ) Safety Recall 24M9/R7

This FAQ is intended to provide supplementary information regarding this campaign. For additional information, please refer to the circular that will be posted on ElsaWeb and on VWHub/ServiceNet.

■ What vehicles are affected this recall?

Some 2009 model year Volkswagen Tiguan vehicles equipped with a 2.0T FSI ULEV II engine are affected by this recall in the United States and Canada. **Do not sell or lease any of these vehicles until Safety Recall 24M9/R7 has been performed.**

■ What is the problem and what will be repaired on the vehicle?

The affected vehicles equipped with a 2.0T FSI ULEV II engine have an engine control module (ECM) containing software that may not properly control engine idle with the air conditioning turned on. In rare cases, the ECM may unexpectedly increase engine RPM. An engine surge caused by an unexpected increase in engine RPM may surprise the vehicle operator and can result in a crash without warning.

Dealers will inspect and, if necessary, update the ECM software on affected vehicles. This work will take approximately one (1) hour and will be performed at no cost to customers. Additional time may be needed for preparation of the repair, as well as to accommodate the daily workshop schedule.

■ What should dealers do?

If you have one of these vehicles in dealer inventory, **DO NOT** sell, lease, or dealer trade it until Safety Recall 24M9/R7 has been completed on it. Additionally, if you are using an affected vehicle as a demo, discontinue doing so immediately until the repair has been completed. Even though the 24M9/R7 code will not show open on affected vehicles in ElsaWeb until May 22, 2008, dealers must perform this campaign on all 2009 Tiguans in dealer stock prior to retail sale.

■ How many vehicles are affected and when will customer notification begin?

There are approximately 4,900 affected vehicles in the United States and approximately 630 in Canada. Customer notification is scheduled to begin on or before May 30, 2008.

■ Can I drive the vehicle until it is repaired?

Yes, however, customers are advised to contact their nearest authorized Volkswagen dealer for an appointment without delay.

■ When will the repair become available?

The software for this action is available immediately through SVM, and the campaign circular for Safety Recall 24M9/R7 will be posted on ElsaWeb/ServiceNet shortly. Please refer to the circular for complete repair and claiming instructions. Claims should be submitted **on the day of repair**, if possible. This will close out the campaign on the vehicle and help prevent another dealer from performing the same repair if the vehicle goes to another dealership.

Your FOM team will be provided a report on dealer stock vehicles needing repair and will be monitoring and encouraging campaign completion.

■ Do I have to make an appointment?

Yes, after you receive a letter confirming that you are the owner of an affected vehicle and parts are available.

■ What can dealers do help ensure customer satisfaction under this campaign?

Customers are eligible for a fuel fill-up and vehicle wash once the repair has been completed, in addition to a one-day loaner vehicle (if needed). To help cover these items, and to cover additional things dealers would like to do to help improve the customer's dealership experience, we are including a special \$150.00 Customer Satisfaction Allowance. Dealers should refer to the campaign circular for claiming instructions and eligibility regarding this Customer Satisfaction Allowance. This allowance will be available until August 30, 2008.