

Frequently Asked Questions (FAQ) Safety Recall 24M9/R7 REVISED June 10, 2008

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. There are no affected Tiguan vehicles in dealer inventory in Canada. Additionally, some 2008 model year Volkswagen Passat and Passat Wagon vehicles equipped with a 2.0T FSI ULEV II engine are being added to this recall in the United States and in Canada.

One June 10, 2008, Volkswagen notified the NHTSA that it will be adding seventy-nine (79) additional vehicles in the United States only to this recall.

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.

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

There are approximately 2,500 affected Tiguan vehicles in the United States. There are no affected Tiguan vehicles in Canadian dealer inventory. Additionally, there are approximately 4,000 Passat and Passat Wagons affected in the United States, and approximately 120 in Canada. Customer notification began on May 30, 2008.

Customer notification of the additional seventy-nine (79) Passat Wagon vehicles will take place on or about June 13, 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. However, to minimize the possibility of an engine surge, do not operate the air conditioning in your vehicle until the recall work has been performed.

■ When will the repair become available?

The software for this action is available immediately through SVM, and the REVISED 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 open a VTA ticket for Tiguan vehicles?

No. Dealers are not required to open a VTA ticket for this repair on Tiguan vehicles.

■ I have a Tiguan showing the 24M9/R7 campaign in ElsaWeb, but the engine cover has the letters TSI on it. Is the vehicle affected by the campaign?

If you have a Tiguan VIN that shows the 24M9/R7 campaign open in ElsaWeb, the vehicle is affected and the work must be done, regardless of the lettering on the engine cover. Only affected vehicles will show the 24M9/R7 open in ElsaWeb.

■ 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.