



Safety Recall

Code: 60D1

Subject	Panoramic Sunroof Ambient Light Bar (LED Module)
Release Date	July 24, 2018
Affected Vehicles	U.S.A. & CANADA: Certain 2018 MY Volkswagen Tiguan with Panoramic Sunroof & Ambient Lighting <i>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 <u>only</u> valid campaign inquiry & verification source.</i> <ul style="list-style-type: none">✓ 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	High humidity in the panoramic sunroof ambient lighting bar LED module (caused by environment or by leaving the sunroof open) could lead to a local short circuit. If this happens, there is a risk of a fire.
Corrective Action	<ul style="list-style-type: none">• <u>Customer owned vehicles only:</u> Disable the power supply to the panoramic sunroof LED module. In the future, a service action will be implemented to safely reactivate the feature.• <u>Vehicles in dealer new vehicle inventory:</u> Disable the power supply to the panoramic sunroof LED module. Install updated Monroney label.
Precautions	A burning odor or smoke coming from the front of the sunroof frame indicates that the sunroof LED module may have short circuited. If this happens, DO NOT continue driving and DO NOT open the sunroof. Doing so will only increase the risk of fire. Get safely away from the vehicle and dial 911 for emergency assistance. DO NOT attempt to extinguish a vehicle fire on your own.
Special Instructions for Monroney label	See Appendix A for Monroney label Requirements for Vehicles within “New” Vehicle Inventory.
Parts Information	No parts needed.
Code Visibility	On or about July 24, 2018, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vw.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles. On or about July 24, 2018, this campaign code will show open on affected vehicles in Elsa. On or about July 24, 2018, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.vw.com and on the NHTSA VIN lookup tool at www.safercar.gov .
Owner Notification	Owner notification will take place in July 2018. 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 RECALLS <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.

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.

Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

NHTSA: 18V467

**Subject: Safety Recall 60D1 - Panoramic Sunroof Ambient Light Bar (LED Module)
Certain 2018 Model Year Volkswagen Tiguan with Panoramic Sunroof & Ambient Lighting**

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 model year Volkswagen Tiguan vehicles equipped with a panoramic sunroof and ambient lighting. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** High humidity in the panoramic sunroof ambient lighting bar LED module (caused by environment or by leaving the sunroof open) could lead to a local short circuit. If this happens, there is a risk of a fire.
- What will we do?** To correct this defect, your authorized Volkswagen dealer will disable the power supply to the panoramic sunroof LED module. In the future, a service action will be implemented to safely reactivate the feature. This work will take about an hour to complete and will be performed for you free of charge.
- What should you do?** Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. To set up an appointment online, please visit www.vw.com/find-a-dealer.
- Precautions you should take** A burning odor or smoke coming from the front of the sunroof frame indicates that the sunroof LED module may have short circuited. If this happens, DO NOT continue driving and DO NOT open the sunroof. Doing so will only increase the risk of fire. Get safely away from the vehicle and dial 911 for emergency assistance. DO NOT attempt to extinguish a vehicle fire on your own.
- Lease vehicles and address changes** 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.
- 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, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at www.vw.com/contact or by calling us at 800-893-5298.
- Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com/owners/recalls 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: <VIN>

**Subject: Safety Recall 60D1 - Panoramic Sunroof Ambient Light Bar (LED Module)
Certain 2018 Model Year Volkswagen Tiguan with Panoramic Sunroof & Ambient Lighting**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2018 model year Volkswagen Tiguan vehicles equipped with a panoramic sunroof and ambient lighting. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? High humidity in the panoramic sunroof ambient lighting bar LED module (caused by environment or by leaving the sunroof open) could lead to a local short circuit. If this happens, there is a risk of a fire.

What will we do? To correct this defect, your authorized Volkswagen dealer will disable the power supply to the panoramic sunroof LED module. In the future, a service action will be implemented to safely reactivate the feature. This work will take about an hour to complete and will be performed for you free of charge.

What should you do? Please contact your authorized Volkswagen dealer without delay to schedule this recall repair.

Precautions you should take A burning odor or smoke coming from the front of the sunroof frame indicates that the sunroof LED module may have short circuited.

If this happens, DO NOT continue driving and DO NOT open the sunroof. Doing so will only increase the risk of fire. Get safely away from the vehicle and dial 911 for emergency assistance. DO NOT attempt to extinguish a vehicle fire on your own.

Lease vehicles and address changes 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.

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.

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

Repair Overview



- Disconnect and reposition electrical connectors for the left and right panoramic roof ambient light LED modules.
- Reprogram Central Electronics Module.
- New inventory vehicles only: Apply new Monroney Label (See Appendix A).

Required Tools

 <p>Trim Removal Wedge -3409- (or equivalent)</p>	 <p>Removal Wedge -T40233- (or equivalent)</p>
 <p>Diagnostic Tester -VAS6150X/VAS6160X- (or equivalent)</p>	 <p>Battery Tester/Charger - GRX3000VAS- (or equivalent)</p>

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. ©2018 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

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

- 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.

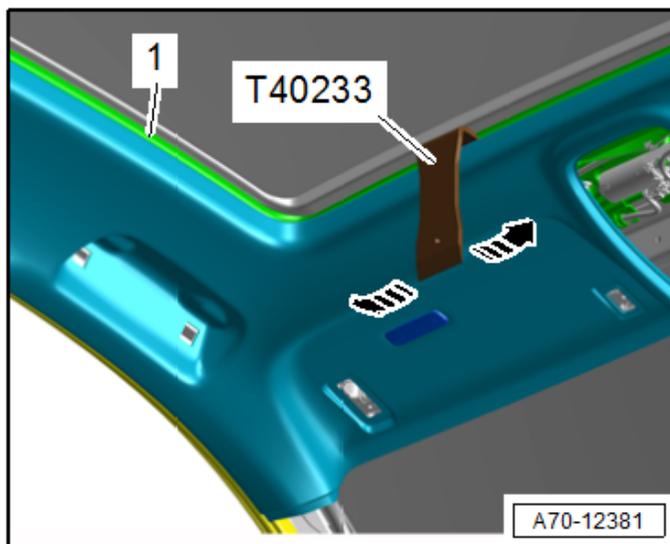
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

Proceed to Section B

Section B – Repair Procedure

NOTE

- 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.



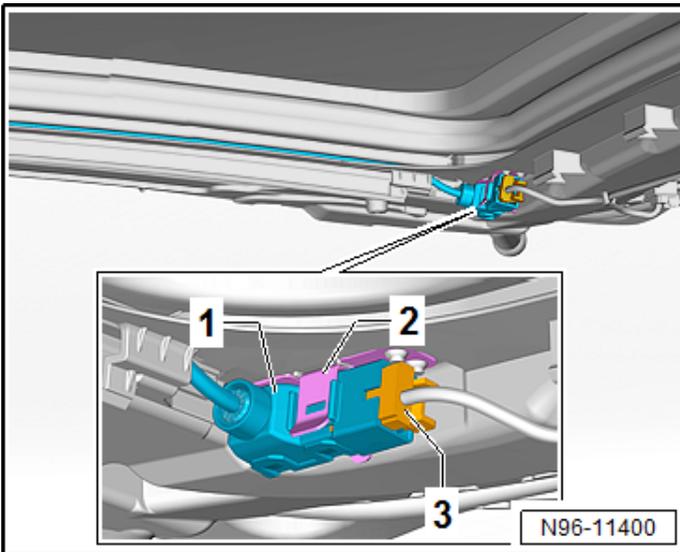
- Slide the sunroof open completely.
- Open the sunshade completely.
- To avoid dirtying the headliner, clean the -T40233-.
- At the front of the headliner, push the -T40233- between the sunroof frame <1> and the headliner and loosen the front of the headliner.

NOTE

Center light assembly, sun visor and grab handle shown removed. The center light assembly, sun visors and grab handles do not require removal.

TIP

Use masking tape or other means to prevent dirtying the headliner.



- Carefully lower the front of the headliner slightly.

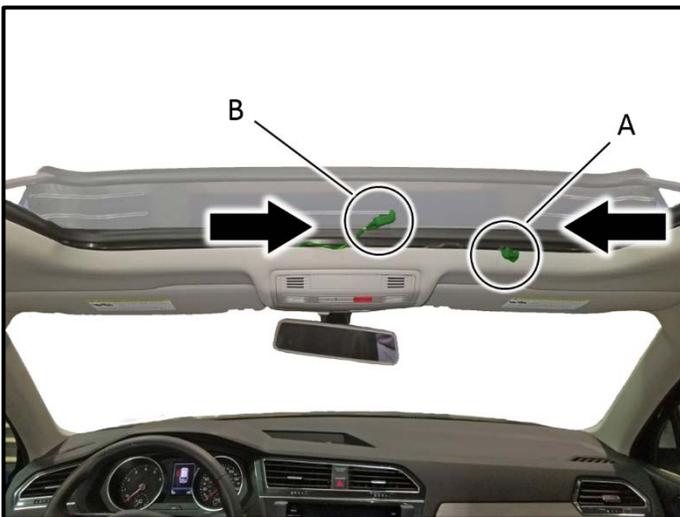
TIP

- Placing a folded clean shop rag between the headliner and sunroof frame will aid in disconnecting the LED modules.
- A 90° pick tool will also aid in disconnecting the connectors for the LED modules.

- Disconnect the connectors <3> from the left and right LED modules <1>.
- Ensure the LED module remains in retaining clip <2>.

NOTE

- Headliner shown removed for clarity. The headliner does not require removal.
- Photo describes the left side. Procedure for right side is identical.



- Move the right connector harness <A> to the left slightly.

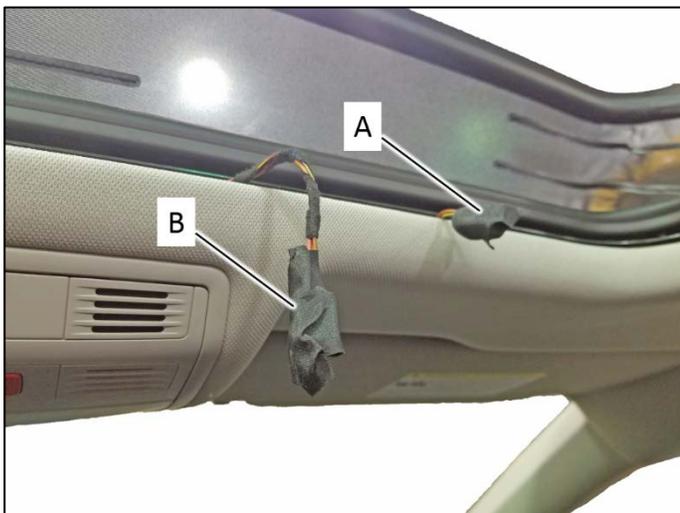
NOTE

The length of right connector harness <A> is limited. Do not stretch the harness.

- Move the left connector harness towards the right of the vehicle until it meets the right connector harness <A>.

CAUTION

DO NOT cut off the connectors from the wiring harness.



- Wrap each connector <A and B> in cloth electrical tape (shop supply).



- Wrap both connectors together using cloth electrical tape (shop supply).



- Position cables and connectors between the headliner and sunroof frame behind the area <A> and secure them to the headliner using cloth electrical tape (shop supply).

! NOTE

- The final position of the connectors is limited by the length of the right side connector harness.
- Do not stretch the harness in order to make it fit.
- Position the taped together harnesses in a way that the headliner can be re-secured to the sunroof frame with ease.

- Clip headliner back into sunroof frame.
- Ensure the headliner is clipped in around the entire perimeter of the sunroof frame.

Proceed to Section C.

Section C – SVM Procedure

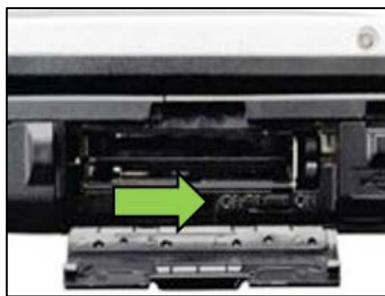
NOTE

Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;

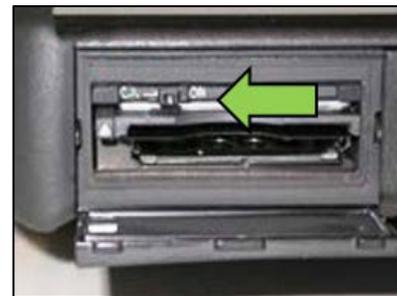
- ✓ **The ODIS software is completely up to date.**
 - Refer to the “Alerts” section on ServiceNet home page for the current ODIS version.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
 - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
 - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
 - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **If using a Bluetooth transmitter head, it is connected to the tester with a USB cable.**
 - Performing a software update using a Bluetooth connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth.
- ✓ **The Bluetooth function of the scan tool is physically switched off <see pictures below>.**



VAS 6150 & VAS 6150A
(Front panel behind handle)



VAS 6150B
(Right side behind WIRELESS door)



VAS 6150C/D
(Left side behind SC/EX door)

 **WARNING**

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

 **TIP**

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2014603: *Software Version Management (SVM) Operating Instructions*.

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

- Open the hood.
- Switch the ignition on.
- Apply the parking brake.
- Switch off all consumers (headlights, heated seats, climate control, etc.).
- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery.

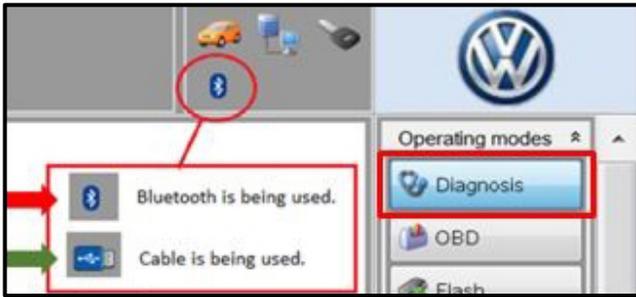
 **NOTE**

When connecting the charger to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. **DO NOT** connect the ground cable directly to negative terminal of the battery.

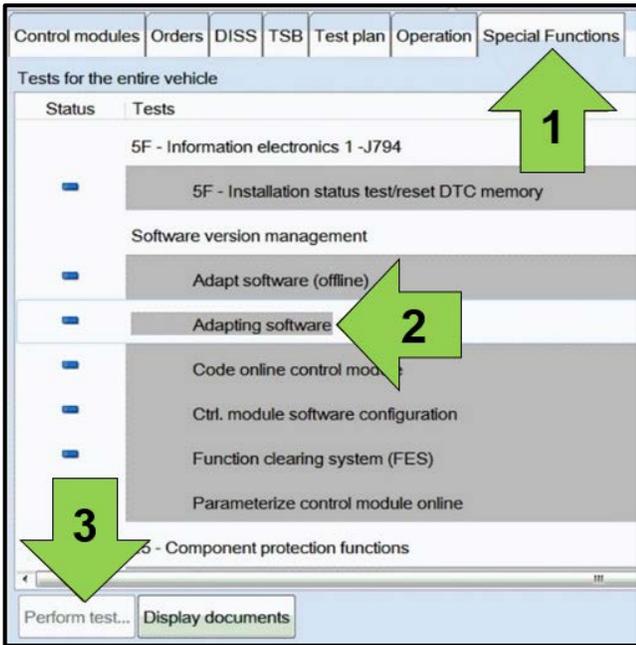
- Turn the hazard warning lights on.

 **CAUTION**

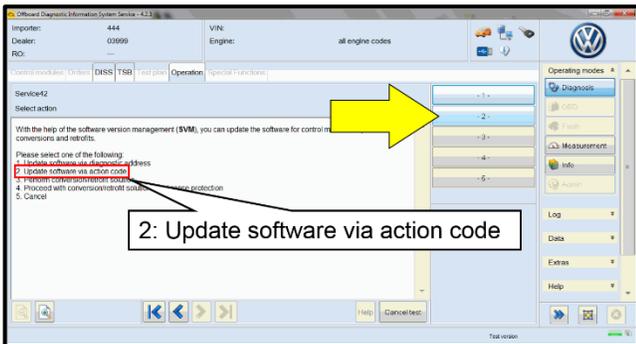
The procedure may cancel itself if the hazard warning lights are not switched on. The hazard warning lights prevent the system from switching to bus sleep mode during the update.



- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.
 - If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.
- Upon ODIS startup, verify the "Diagnosis" operating mode is selected <as shown>.



- Once the GFF scan is complete, select "Special functions" <arrow 1>, then "Adapting software" <arrow 2>, then select "Perform test" <arrow 3>.



- Select option 2 to "Update software via action code".



NOTE

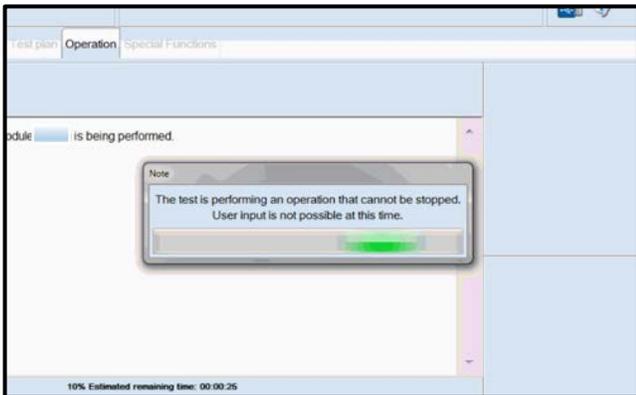
Using Bluetooth for this action is PROHIBITED!

Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM flash process is not covered.

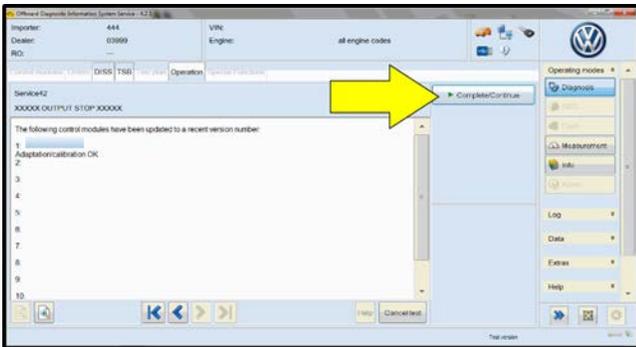
- Enter the corrective action code (SVM code) as listed below.

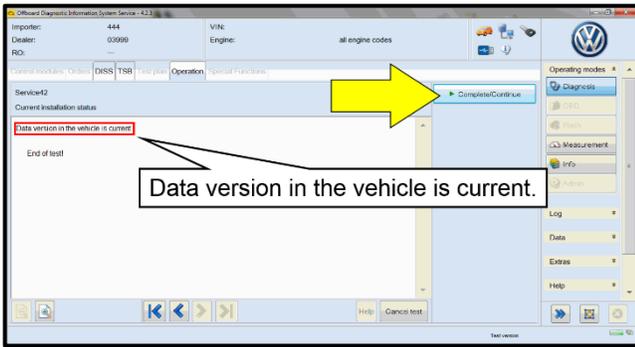
SVM code
41F3

- Select "Accept" <arrow> and follow the on screen prompts.
- During the flash, this screen appears when the following operation is performed:
 - Parameterize + Adapt/Calibrate

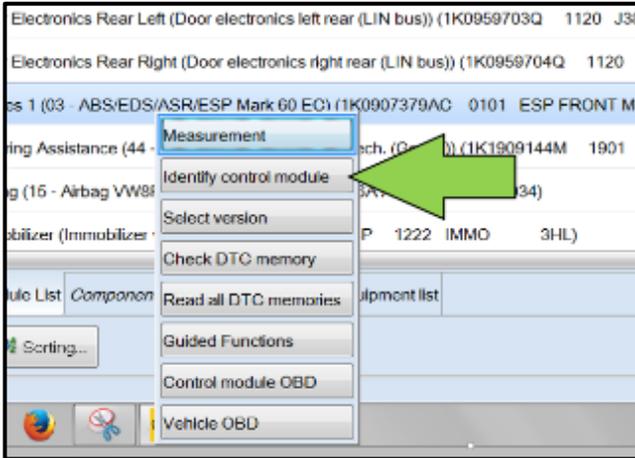


- Select Complete/Continue <arrow> after the operation is completed.

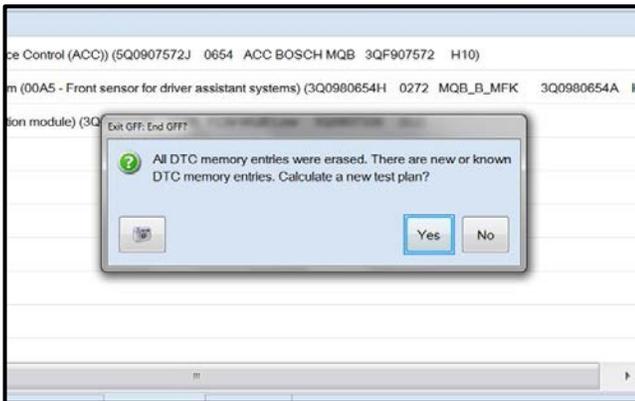




- When the SVM update is complete a confirmation message is displayed <as shown>.
- Select “Complete/Continue” <arrow>.
- Turn off the ignition for 30 seconds and then back on.



- After the software update is completed and before sending the GFF Log Online:
 - Select the “Control Module” tab.
 - Scroll down and right click on the module that was updated (0009).
 - Select “Identify Control Module” <arrow>.



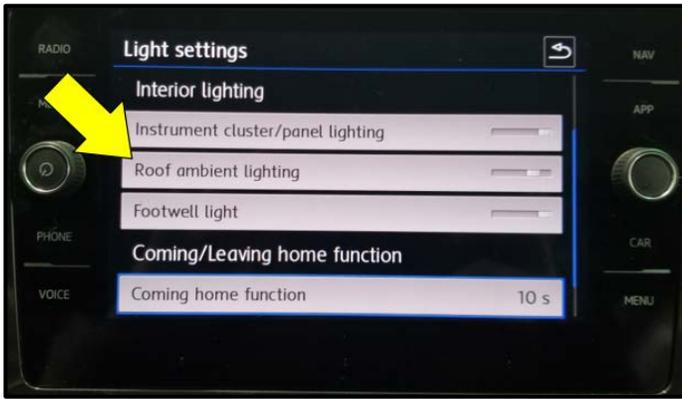
- Exit GFF and send diagnostic protocol online when prompted.

NOTE

Static communication faults may store in various control modules during the flash. These faults can only be cleared by following one of these steps:

- Drive the vehicle a short distance (around the parking lot, for example).
- After selecting “Yes”, turn the ignition off for 30 seconds, turn it back on and repeat the GFF exit program.
- Clear faults using OBD (an additional key cycle may also be required).

- Release the parking brake.
- Disconnect the VAS tester.
- Switch off and disconnect the battery charger.



NOTE

After performing the Update, the option to change the “Roof ambient lighting” <arrow> will no longer be available in the Light settings.

Proceed to Section D.

Section D – 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).

Appendix A – Requirements for Vehicles within “New” Vehicle Inventory

NOTE

Vehicle Sales REQUIREMENTS!

Additional **REQUIRED** steps are necessary for NEW vehicles prior to sale.

- Remove original Monroney Label and discard.
- Install new Monroney Label where the original label was.

TIP

Monroney Labels are VIN-specific. Obtain new label as required from Sales department, Service Manager, General Manager, or other authorized dealer personnel.