



# Safety Recall Circular

Code: **WS**

August 2003

## **Subject: 2004 Model Year Touareg Vehicles Check/Correct Tire Pressure Monitoring System (TPMS) Wiring Harness Routing**

This is to inform you of the initiation of a safety recall campaign involving some 2004 model year Touareg vehicles.

### **Problem Description**

This safety recall involves the Tire Pressure Monitoring System (TPMS) wiring harness, which may not have been routed properly on some 2004 Touareg vehicles during assembly. An improperly routed TPMS wiring harness may contact the parking brake cable spring. If this happens, the TPMS wiring circuit may be interrupted, resulting in an inoperative TPMS and a potential short-to-ground connection that could potentially result in a fire.

### **Remedial Action**

Check the Tire Pressure Monitoring System wiring harness for proper routing, and re-route the harness if necessary.

### **Inventory Vehicles**

Federal law prohibits the sale of a vehicle containing a potential safety defect prior to correction. It is therefore imperative that you do not deliver an affected vehicle from your vehicle inventory to a retail customer prior to performing the corrective repair.

### **Limitation on Sale or Lease of Certain Vehicles**

49 U.S.C. § 30120 (i) (Motor Vehicle Safety Act) mandates that dealers correct, prior to delivery for sale or lease, any vehicle which fails to comply with an applicable Federal Motor Vehicle Safety Standard or which contains a defect relating to motor vehicle safety. It is therefore, imperative that any vehicle in your inventory and affected by this recall is corrected prior to sale.

### **Vehicle Identification Numbers**

The affected vehicles are within the following vehicle identification number range:

**WVG\_ \_ \_7L\_ 4D000049 – WVG\_ \_ \_7L\_ 4D005074**

*Please note that although the above-listed VINs are affected vehicles, use of the OTIS View Campaign inquiry screen will allow you to determine whether or not a particular vehicle needs to be checked.*

*Note: Volkswagen will not reimburse under this action any duplicate wiring harness checks or wiring harness re-routings performed on a vehicle outside the VIN range.*

**Important: Please Provide A Copy To All Personnel With Campaign-Related Responsibilities!**

**Owner  
Notification  
Mailing**

Volkswagen of America, Inc. will mail first class notification letters to all known owners of potentially affected vehicles on or about August 8, 2003. Additionally, Volkswagen Customer CARE (1-800-893-5298) will be contacting owners by telephone to inform them of this safety recall. Copies of the owner letter and work instructions are enclosed for your information.

**Vehicle  
Allocation**

Due to the small number of affected vehicles impacted, there may not be any vehicles located in your AOR.

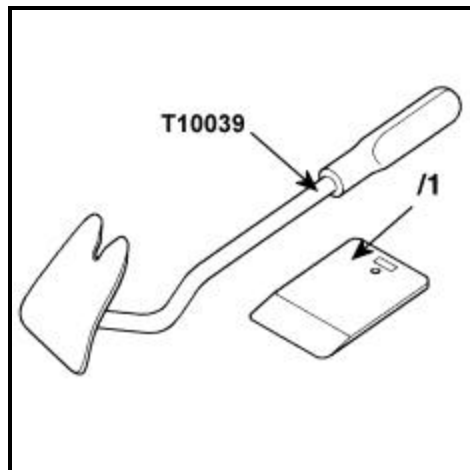
**Part  
Information**

The required part, tie wrap N 020 902 2 (or similar) is available and should be ordered by you from your facing parts depot.

**Work  
Procedure**

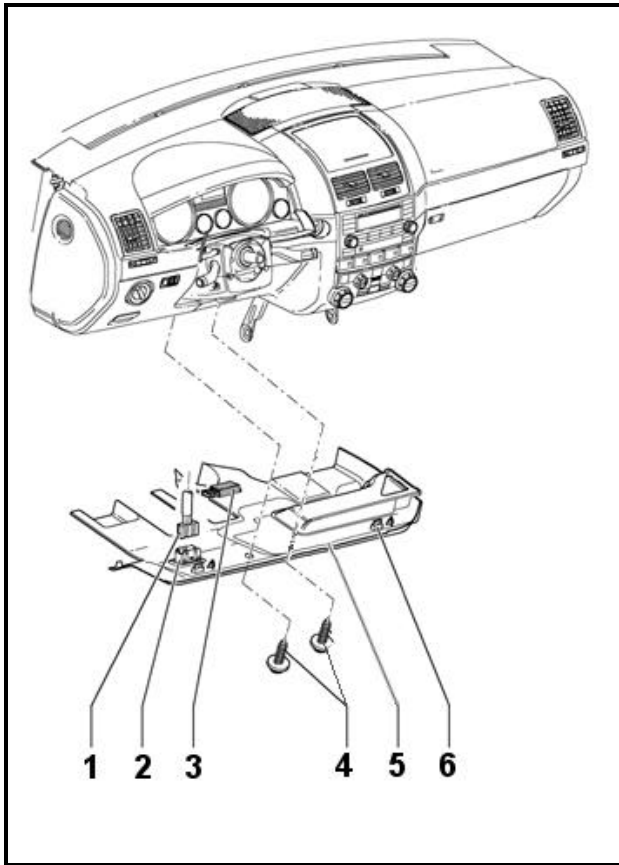
<b>Objective:</b> Check position of Wiring Harness to Tire Pressure Monitor Control Module and re-route Wiring Harness, if necessary
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**Special Tool**

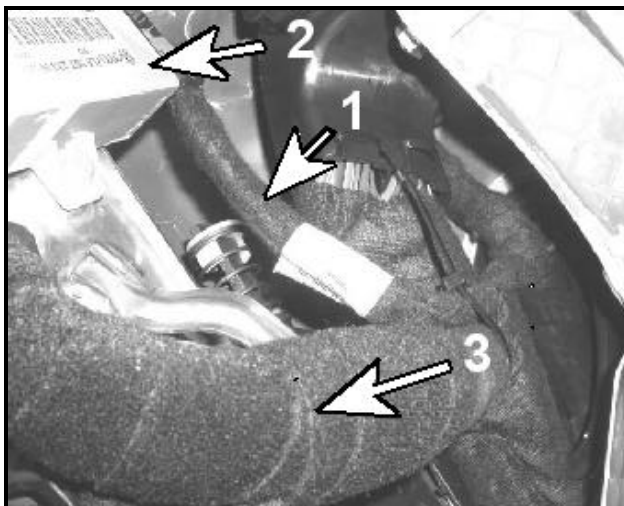


Wedge T10039/1

## Work Sequence



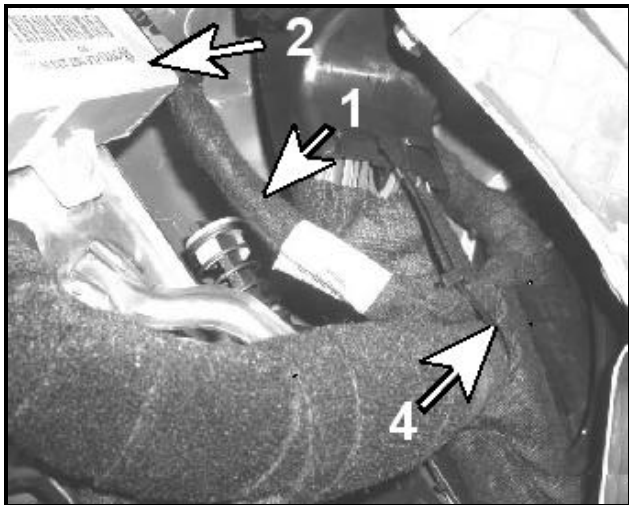
- Switch ignition to off position
- ⇐ Remove 2 screws -4- securing footwell cover
- ⇐ Pry driver-side footwell cover -5- out of mounting near clip -6- **using wedge T100039/1**
- Pull cover out of rear mountings
- Disconnect footwell light -3- from Wiring Harness
- Separate wiring harness -1- from diagnosis plug -2-



- Check position of Wiring Harness -1- going to Tire Pressure Monitor Control Module -2-
- If Wiring Harness -1- is routed behind and to the right of the main harness -3- as shown, no further work is required; reconnect wiring harness to diagnosis plug and wiring harness to footwell light, and reinstall footwell cover securing it with 2 screws, otherwise proceed to next step.



- ← If Wiring Harness is routed next to parking brake cable spring -arrow-, proceed to next step:
- Disconnect connector from the Tire Pressure Monitoring Control Module located on lower A-pillar



- ← Route Wiring Harness -1- behind and to the right of the main harness, as shown in illustration
- ← Reconnect Wiring Harness to Tire Pressure Monitoring Control Module -2-
- ← Secure Wiring Harness to main harness with tie wrap -4- (N 020 902 2)
- Reconnect wiring harness to diagnosis plug
- Reconnect wiring harness to footwell light
- Reinstall footwell cover and secure with 2 screws
- Work is completed

### Time Requirements/Reimbursement

To ensure prompt and proper payment, be sure to enter, immediately upon completion of the required work, the **applicable** reimbursement code listed below. Claims will only be paid for vehicles that show the **WS** code in the OTIS View Campaign inquiry screen on the day of repair. The OTIS screen print must be attached and remain with your dealer repair order copy.

### WS Data Entry Procedure

<u>Repair Code</u> <small>(Damage Code Field)</small>	<u>Time</u> <u>Units</u>	<u>Work Scope</u>
WS 11	20 T.U.	- Check Tire Pressure Monitoring System wiring harness. Harness properly routed. – NO FURTHER WORK REQUIRED
WS 12	30 T.U.	- Check Tire Pressure Monitoring System wiring harness; harness improperly routed. Re-route wiring harness. 1 (one) N 020 902 2 Tie Wrap

The system automatically enters the labor applicable to the above listed codes.

***There is NO reimbursement for Vehicle Wash or Loaner Vehicle.***

### Additional Special Program Code for WS

In addition to entering one of the campaign codes listed above, enter the following special program code:

**Claim Type:** SP **Damage Code:** TTPS 11 000 1 **Description:** Up to \$150.00 dealer/customer inconvenience incentive to cover customer goodwill, dealer expenses and travel time when the dealer is asked to travel to the customer's location to perform this campaign.

**Special program codes for WS expire November 1, 2003.**

For vehicles that, according to your information, cannot be checked and/or corrected, and one of the codes below best describe the reason, please enter into the system one of the codes indicated, as applicable:

WS 20 Customer Refused Repairs  
WS 30 Total Loss  
WS 40 Vehicle Stolen  
WS 50 Vehicle Exported

### Campaign Verification

For verification, **always** check the OTIS View Campaign inquiry screen. The OTIS system is the **only** binding campaign inquiry and verification system; other systems are not valid and may result in non-payment of a claim.

### Service Help

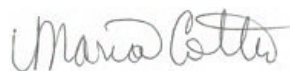
If you have any questions regarding this or any other action, please contact us by calling **(800) 741-2919**.

### Dealer Personnel Information

Please inform and/or provide a copy of this communication to every person in your dealership who has campaign-related responsibilities, including parts and accounting personnel.

Thank you for your cooperation.

Sincerely,



Maria Cotter,  
Product Compliance

# Volkswagen of America, Inc.



3800 Hamlin Road  
Auburn Hills, MI  
Tel. (248) 754-5000

August 2003

**Subject: Safety Recall Campaign - WS  
2004 Touareg Tire Pressure Monitoring System (TPMS) Wiring Harness**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Volkswagen has decided that some 2004 model Volkswagen Touareg vehicles may have a Tire Pressure Monitoring System (TPMS) wiring harness that may have been improperly routed during assembly. Our records show that you are the owner of one of these vehicles.

**What Is The Problem?**

An improperly routed TPMS wiring harness may contact the parking brake cable spring. If this happens, the TPMS wiring circuit may be interrupted, resulting in an inoperative TPMS and a potential short-to-ground connection that could potentially result in a fire.

**What Will Volkswagen Do?**

In order to identify and correct this condition, we will inspect the TPMS wiring harness routing on your vehicle, and if necessary, correct the wiring harness routing.

**What We Would Like You To Do**

If you haven't already been contacted by Volkswagen Customer CARE, please contact your dealer to make the appropriate arrangements so that the TPMS wiring harness on your vehicle can be checked, and if necessary, re-routed without delay. This service will take less than one hour and will be free of charge.

***If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately via first class mail to the lessee.***

If your authorized Volkswagen dealer fails or is unable to remedy the defect free of charge within a reasonable time, or if you need further assistance in scheduling an appointment, please call or write to:

*Volkswagen of America, Inc.  
Attn: Customer CARE Center – Hills East (WS)  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
1-800-893-5298*

If you still cannot obtain satisfaction, you may file a complaint with: Administrator, National Highway Traffic Safety Administration, U.S. Department of Transportation, 400 Seventh Street SW, Washington, DC 20590. Telephone: (888) 327-4236.

**Reimbursement of Expenses**

If you have already incurred "out of pocket" expenses relating to an improperly routed TPMS wiring harness, please make a copy of the repair order and mail the original and proof of payment together with a cover note to the address below or give us a call. We would be pleased to review your request for reimbursement.

*Volkswagen of America, Inc.  
Recall Reimbursement (WS)  
3800 Hamlin Road  
Auburn Hills, MI 48326  
1-866-VWOA USA  
1-866-896-2872*

We regret any inconvenience this matter may cause, however, we want to make sure that the TPMS wiring harness on your vehicle is properly routed.

Thank you for driving a Volkswagen!

Sincerely,

Maria Cotter, Product Compliance