



# Service Action Circular

**Code: XP**

October 2005

**Subject: 2005 Model Year Touareg Vehicles With V6 Engine  
Affix Laminate Overlay with Vehicle Weights to  
Safety Certification Label**

**Problem Description** Volkswagen has determined that the affected vehicles were built with a safety certification label that does not have vehicle weight information printed on it.

**Remedial Action** Affix a laminate overlay that contains the vehicle weight information to the safety certification label.

**Vehicle Identification Number Range** The vehicles affected by this action are within the following vehicle identification number range:

**2005 Touareg with V6 Engine**

WVG\_G\_7L\_5D040935 – WVG\_G\_7L\_5D053227

*Please note that the above VINs represent the lowest and highest serial numbers of affected vehicles. Use of the OTIS campaign inquiry system will allow you to determine whether or not a particular vehicle, within the above VIN range, requires the laminate overlay label.*

*Note: It is recommended that a screen print of the OTIS View Campaign inquiry screen be attached to the repair order. **Volkswagen will not reimburse under this action any duplicate repair work or a repair outside the VIN range.***

**Owner Notification Mailing** Volkswagen will notify all known owners of affected vehicles directly by first-class mail on or about October 28, 2005. A sample copy of the owner letter is enclosed for your information.

**Vehicle Allocation** A computer list containing the VINs including the owner names and addresses of vehicles that, according to our records, are in your possession or were sold by your dealership and require this action to be performed will be provided under separate cover. *Due to the small number of vehicles involved, all dealers may not receive a list.*

**Parts Information** **Affected dealers** will receive an initial allocation of labels. **Please ensure that this supply is safeguarded.** Additional labels will be available at no charge through Resolve at 1-800-544-8021 and **when ordering from Resolve, please provide the VIN** of the vehicle requiring the overlay.

**Time Requirements/  
Reimbursement**

To ensure prompt and proper payment, be sure to enter, immediately upon completion of the repair work, the applicable reimbursement code listed below. Claims will only be paid for vehicles that show the **XP** code in the OTIS View Campaign inquiry screen on the day of repair. It is therefore recommended that a screen print of the OTIS View Campaign inquiry screen be attached to the repair order.

**XP Data Entry Procedure**

Repair Code (Damage Code Field)	Time Units	Work Scope
XP 12	15 T.U.	- Apply safety certification overlay label 1 XPC 000 001 CANADIAN Safety Certification Overlay Label (No cost)
<b><i>There is <u>NO</u> reimbursement for Vehicle Wash or Loaner Vehicle</i></b>		

The system automatically enters labor and part applicable to the above listed code.

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

- **XP 20 Customer Refused Repairs**
- **XP 30 Total Loss**
- **XP 40 Vehicle Stolen**
- **XP 50 Vehicle Exported**

**Additional Campaigns**

Some of the affected vehicles may be involved in an additional corrective action. Please check your OTIS View Campaign inquiry screen so that any additional required work can be done simultaneously.

**Campaign Verification**

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

**Dealer Obligation**

To ensure customer satisfaction, as well as to minimize inconvenience to customers, you are urged to service each vehicle at the scheduled service appointment time.

**Service Help**

If you have a question regarding this or any other campaign, please call (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.

# Volkswagen Canada Inc.



P.O. Box 842, Stn. A  
Windsor, ON N9A 9Z9

October 2005

**Subject: 2005 Model Year Touareg Vehicles With V6 Engine  
Affix Laminate Overlay with Vehicle Weights to Safety Certification Label**

Dear Volkswagen Owner:

We are writing to inform you of a service action on some 2005 model year Touareg vehicles with V6 engine. Our records show that you are the owner of one of these vehicles.

### **What Is The Problem?**

Volkswagen has determined that the affected vehicles were built with a safety certification label that does not have vehicle weight information printed on it.

### **What Will Volkswagen Do?**

In order to correct this condition, we will apply a laminate overlay that contains vehicle weight information to the safety certification label on your vehicle.

### **What We Would Like You To Do**

Please contact your authorized Volkswagen dealer prior to your next service visit (or within the next six months) and arrange for an appointment so that this work can be performed on your vehicle without delay. This service will take just a few minutes; however your dealer may need additional time for the preparation of the work as well as to accommodate the daily workshop schedule. This work will, of course, be free of charge.

### **Lease Vehicles**

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 within ten (10) days of receipt of this notification.

### **Have You Changed Your Address Or Sold The Vehicle?**

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

### **Service Help from Us**

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

*Volkswagen Canada Inc.*  
**Attn: Customer CARE Center – Hills East (XP)**  
*P.O. Box 842, Stn. A*  
*Windsor, ON N9A 9Z9*  
**CANADA**  
*1-800-893-5298*

We regret any inconvenience this matter may cause. Thank you for driving a Volkswagen!

Sincerely,

Maria Cotter  
Volkswagen Service and Quality

<u>Quantity</u>	<u>Part Number</u>	<u>Part Name</u>
1	XPC 000 001	CANADIAN Laminate overlay



- Open driver's door
- ⇐ Locate safety certification label on B-pillar -white arrow- and check for vehicle weights identified as the GVWR, GAWR FRONT/REAR Kg -black arrows-
  - If weights are present, no further work is required
  - If weights are not present, proceed to next step

- Thoroughly clean safety certification label and the surface around it

**Note:** Inadvertent adhesion of laminate overlay may not be removed without damage to certification label



- ⇐ Position laminate overlay (XPC 000 001) with backing intact, over safety certification label, ensuring vehicle weights align horizontally with GVWR (2945) and GAWR FRONT (1415) and REAR (1680)

**Note:** Laminate overlay should cover certification label with edges aligned

- ⇐ Secure laminate overlay position using masking tape along bottom edge
- ⇐ Check that the weights are still aligned horizontally with GVWR and GAWR FRONT and REAR

**Note:** Laminate backing slides very easily on safety certification label.

Laminate must not move while removing backing



- Fold back the upper section of laminate overlay and carefully remove backing
- ⇐ Press laminate overlay onto the safety certification label making sure no bubbles appear under the laminate overlay
- Remove masking tape securing lower part of laminate

Note: Laminate backing slides very easily on safety certification label.

Laminate must not move while removing backing



- Lift lower section of laminate overlay and carefully remove backing
- Press laminate overlay fully onto safety certification label making sure no bubbles appear under the laminate overlay
- ⇐ GVWR weight and GAWR FRONT and REAR weights are on safety certification label
- Close door

**WORK IS COMPLETE**