Frequently Asked Questions (FAQ) Service Action M9 and Product Updates N5, N6 and Q1, Q2, Q3, Q4, Q5 & Q6

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

■ What vehicles are affected?

Service Action M9: Some 2004-2005 model year Touareg
Product Updates N5, N6 and Q1, Q2, Q3 Q4, Q5 and Q6: Some 2004-2006 model year Touareg

■ What are the details of these actions?

Service Action M9: Under Service Action M9, dealers will inspect and, if necessary, replace one or both side impact airbag connectors with a wiring harness kit on some 2004-2005 Touareg vehicles. This will help prevent the airbag warning light on the instrument panel from coming on and staying on unnecessarily, even though the airbag system is functioning normally. As a precaution, if the airbag light comes on and stays on, customers should contact their authorized Volkswagen dealer for a service appointment without delay. On or about December 15, 2006, we will notify affected customers to contact their authorized Volkswagen dealer and arrange for an appointment at their earliest convenience. This is NOT A RECALL.

Product Update N5, N6 and Q1, Q2, Q3, Q4, Q5 & Q6 : Under these actions, special product updates and enhancements are now available for some 2004-2006 Volkswagen Touareg vehicles. These updates are intended to improve vehicle drivability, bring the vehicle up-to-date with the most current software, and update certain other vehicle components. These updates will only be available until December 31, 2007. These updates ARE NOT RECALLS.

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

Service Action M9: approximately 49,700 in the U.S.; 2,300 in Canada
Product Update N5: approximately 25,000 in the U.S.; 1,400 in Canada
Product Update N6: approximately 15,000 in the U.S.; 960 in Canada
Product Update Q1, Q2, Q3, Q4, Q5 & Q6: approximately 70,000 in the U.S.; 3,400 in Canada

■ How long do the repairs take?

Because each Touareg is unique, and because some vehicles may have already been updated during a previous service visit, dealers will evaluate each vehicle according to the instructions in the Product Update and Service Action circulars to determine which of the updates are needed for each vehicle. Most vehicles can be updated within two hours.

■ Is a loaner vehicle being covered under this action?

Most vehicles can be updated within two hours; those that cannot be updated within this time will qualify the customer to receive a loaner vehicle at no cost. Please review the loaner vehicle claiming information found in each Product Update circular and in Service Action M9 circular for additional details.

■ Do customers have to make an appointment?

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

■ When will this repair be available?

Owners of affected vehicles will be notified beginning on or about December 15, 2006.

■ Is there an expiration date for these actions?

Yes. All of these actions are effective until December 31, 2007.

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