



Service Action

Code: 06H6

Subject Owner's Manual Supplement

Document History

Date	Summary
03/22/2024	Original publication

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2023	2023	ARTEON	1,375
USA	2024	2024	ATLAS CROSS SPORT	13,797
USA	2024	2024	ATLAS	38,045
USA	2023	2024	GOLF GTI	6,123
USA	2023	2024	GOLF R	2,075
USA	2023	2023	ID4	15,329
USA	2024	2024	JETTA	22,353
USA	2024	2024	TAOS	21,974
USA	2024	2024	TIGUAN	30,591

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 only valid campaign inquiry & verification source.

- ✓ 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.

About this Service Action

Volkswagen is providing an owner's manual supplement that describes a revision in the "Tire load and vehicle load, determining the correct load" chapter in certain 2023-2024 model year owner's manuals. Affected owners will receive a copy of the supplement via first-class mail. The 06H6 code will show closed in ELSA for vehicles receiving the owner's manual supplement by mail.

Dealers are asked to print and place a copy of the supplement in the glove box of any affected vehicle showing the 06H6 code open on the day of repair.

Code Visibility

On or about March 22, 2024, the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in March 2024. Owner letter examples are included in this bulletin for your reference.

Campaign Expiration Date

This campaign expires on **March 22, 2029**. Work must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this work performed after the expiration date, your normal parts and labor cost associated with this work will apply.

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.

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.vwclub.com.

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the ELSA screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.

Service Number	06H6		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the current loaner/mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.		
Criteria I.D.	01 or 02		
	LABOR		
	Labor Op	Time Units	Description
	0132 00 99	10	Print and place owner manual supplement into glove compartment

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Subject: Service Action 06H6 – Owner’s Manual Supplement

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2023-2024 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

About this service action:

The enclosed owner’s manual supplement contains a revision to the “Tire load and vehicle load, determining the correct load” chapter in certain 2023-2024 model year Volkswagen vehicle owner’s manuals. Please review this information and store it with your vehicle owner’s manual for future reference.

Additional Information

- If you are the lessor and registered owner of the vehicle identified in this action, please 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, 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.
- 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.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Volkswagen Customer Protection


Enclosure

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

Campaign/Action	Start	Designation
	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

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.

CRITICAL REPAIR STEP



If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

Section B – Repair Procedure



Supplement Wheels and Tires various models

This supplement describes a revision in the "Tire load and vehicle load, determining the correct load" chapter in the following Owner's Manuals. The new section of text replaces the corresponding section of the Owner's Manual editions:

- Atlas (edition 05/2023, 07/2023)
- Atlas Cross Sport (edition 05/2023, 07/2023)
- Arteon (edition 06/2023, 11/2023)
- Golf (edition 06/2023, 01/2024)
- GLI, Jetta (edition 07/2023)
- Taos (edition 07/2023)
- Tiguan, Tiguan Allspace (edition 08/2023)
- ID.4 (edition 03/2023, 12/2023)

Please refer to the other sections of the Owner's Manual for all other information, descriptions, and specifications for the operation and handling of your vehicle, such as information you should know regarding your personal safety and the safety of your passengers.

- Print out the English owner's manual supplement found on one of the ELSA attachment tabs or in Elsa2Go Service References.
- When printing, select "Booklet" for page sizing.
- Place the printed owner's manual supplement in the vehicle glove compartment.

Proceed to Section C

Section C – 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).