



## Frequently Asked Questions (FAQ) Voluntary Compliance Recall 44J5 United States Only

### SUMMARY

- **Campaign Code:** 44J5
  - **Launch Date:** Anticipated for April 2011
  - **Code Visibility Date:** Anticipated for April 2011
  - **Customer Notification Date:** Anticipated for April 2011
  - **Circular Release Date:** Anticipated for April 2011
  - **Allocation List Release Date:** Anticipated for April 2011
  - **Affected Vehicles:** 2011 model year Volkswagen Touareg Hybrid
- Number of Vehicles Affected:**  
USA: approximately 256  
Canada: None

**Problem Description:** The certification label on affected Touareg Hybrid vehicles does not comply with FMVSS 110 "Tire Selection and Rims." The tire pressure information printed on the certification label is 2 psi too low for the front tires and 1 psi too low for the rear tires (approx. 0.1 bar too low) and does not reflect the correct information found on the tire pressure label.

**Corrective Action:** Dealers will install an overlay containing the correct tire pressure information onto the existing vehicle certification label at no cost to customers.

### Important Reminder on Vehicles Affected by Safety and Compliance Recalls

***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.***

### Can the vehicle be driven until it is repaired?

Yes, affected vehicles can continue to be driven as usual.

### Is a loaner vehicle being covered under this action?

No, a loaner vehicle cannot be charged to this action. Customers requiring a loaner vehicle should be covered under the existing alternative transportation program.

### What is the customer notification plan?

Customer notification is anticipated to take place during April 2011. In addition to the regular campaign mailing via first-class mail, Volkswagen will be contacting customers via telephone to help make arrangements to have the overlay affixed to affected vehicles, and Volkswagen will work with customers to complete this campaign repair as quickly as possible.

### How can dealers obtain these labels for their inventory and customer vehicles?

A parts allocation will be sent to dealers to address their affected inventory vehicles shortly. Dealers needing additional labels can order them through the VW Hub online compliance label ordering portal. Please note that these labels must be ordered by VIN.

#### IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

**Who should dealers contact if they have additional questions?**

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Volkswagen Public Relations.

**IMPORTANT!**

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.