



VOLKSWAGEN DEALERSHIP COMMUNICATION – USA ONLY

Date: April 9, 2012
To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator
Subject: Mandatory Stop-Sale Order and Upcoming Voluntary Safety Recall 42G3
2012 MY Volkswagen Routan – United States Only
Rear Hub & Bearing Assembly

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

MANDATORY STOP-SALE ORDER and Upcoming Voluntary Safety Recall 42G3

Effective immediately, a small number of 2012 Routan vehicles in dealer inventory are under a mandatory stop-sale order as per the instructions in this letter.

DO NOT SELL, LEASE, OR DEALER TRADE ANY OF THESE VEHICLES

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.

Volkswagen has notified the NHTSA of an upcoming voluntary safety recall affecting fifteen (15) 2012 MY Routan vehicles. Volkswagen has identified approximately nine (9) affected vehicles in dealer inventory, and effective immediately, these vehicles are under a mandatory stop-sale order.

Affected vehicles will be identified on a dealer's VIM report with the campaign code **42G3**.

Problem Description: The affected vehicles may be equipped with rear hub and bearing assemblies that have an incomplete machining operation, which could result in a decrease in extended mileage durability, which could eventually result in wheel separation.

Corrective Action: Dealers will replace the rear hub and bearing assembly in affected vehicles. This work will be performed at no cost to customers.

What should dealers do?

- This week, the affected inventory vehicles will appear on dealer VIM reports with the recall code **42G3**. Dealers should check their VIM report to see if they have any in-stock vehicles affected by this recall and mandatory stop sale.
- Please keep any affected vehicle in a secure area where it cannot be made available for sale, lease, trade or demo use until the recall repair has been performed.

Parts Allocation:

- **For inventory cars** due to the small number of vehicles affected by this action, parts allocation will be made to support affected inventory vehicles in dealer stock. Please note that parts are on block.
- **For customer cars** Volkswagen Customer CARE will be making outbound calls to inform customers of this campaign. They will arrange the service appointment for the customer. Dealers will order parts by VIN only by

contacting the Parts Special Services Team at vwoaspecialservices@vw.com with the authorization number provided from Customer CARE. If a customer comes to your dealership and there is no authorization number from Customer CARE order parts by VIN only by contacting the Parts Special Services Team at vwoaspecialservices@vw.com

Customer Notification: Customer notification is anticipated to take place in April 2011. Due to the small number of customer vehicles affected by this action, Volkswagen Customer CARE will be making outbound calls to affected customers in lieu of a mailed notification letter. Customer CARE will also be helping to arrange repair appointments for these customers.

Code Visibility Date: The campaign code will be made visible on all affected vehicles shortly.

Allocation List Release Date: Due to the small number of affected vehicles, and because Customer CARE will be making outbound calls to affected customers, electronic allocations lists will not be posted for this campaign.

Thank you for your assistance in this important matter. If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Product Compliance