



Frequently Asked Questions (FAQ) Compliance Recall 44K8 – Revised September 2012

SUMMARY

- **Campaign Code:** 44K8
- **Launch Date:** September 11, 2012
- **Code Visibility Date:** September 11, 2012
- **Customer Notification Date:** September 11, 2012
- **Circular Release Date:** September 11, 2012
- **Allocation List Release Date:** September 11, 2012
- **Action Expiration Date:** NONE
- **Affected Vehicles:** 2012 MY Volkswagen Beetle
- **Number of Vehicles Affected:** USA: 83 Canada: 34

Problem Description:

U.S.A.: Due to an error at the factory, the affected vehicles were produced with summer tires that are possibly not in compliance with Federal Motor Vehicle Safety Standards 110 "Tire Selection & Rims" and 139 "New Pneumatic Tires for Light Vehicles." In addition, customers may be unaware that their vehicle is equipped with summer performance tires. Summer tires have different grip and performance characteristics. These issues may lead to an increased risk of a crash.

Canada: Due to an error at the factory, the affected vehicles were produced with summer tires that are possibly not in compliance with Safety Standard 109 "New Pneumatic & Certain Specialty Tires" and CMVSS 110 "Tire Selection & Rims for Motor Vehicles with a GVWR of 4 536 KG or Less." In addition, customers may be unaware that their vehicle is equipped with summer performance tires. Summer tires have different grip and performance characteristics. These issues may lead to an increased risk of a crash.

Volkswagen is not aware of any claim of accident or injury caused by this issue.

Corrective Action: Dealers will replace the tires on the affected vehicles at no cost to customers.

Can a customer continue to drive their vehicle before the recall has been performed?

Yes, however customers should schedule an appointment with their authorized Volkswagen dealer in the near future in order to have conforming tires fitted to their vehicle.

Is a loaner vehicle or towing being covered under this action?

Loaner vehicles are not covered under this action. Customers requiring a loaner vehicle should be covered under the existing alternative transportation program. Towing is not covered under this action.

What is the parts allocation plan?

Due to the very small number of affected vehicles, tires will not be allocated for this action. Please see the 44K8 campaign circular for tire ordering information.

Can a customer keep the non-compliant tires that will be removed from their vehicle?

No. Non-compliant tires removed from affected vehicles under this recall must be destroyed and properly disposed of.

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.