



## Frequently Asked Questions (FAQ) Compliance Recall 44K8

### SUMMARY

- **Campaign Code:** 44K8
- **Launch Date:** Anticipated September 2012
- **Code Visibility Date:** Anticipated September 2012
- **Customer Notification Date:** Anticipated September 2012
- **Circular Release Date:** Anticipated September 2012
- **Allocation List Release Date:** Anticipated September 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."

**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."

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 are strongly encouraged to schedule an appointment with their authorized Volkswagen dealer without delay in order to have this recall work performed as soon as possible.

### 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 refer to the campaign circular for parts 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.