

IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. 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. **If you have questions regarding this or any other campaign, please contact Warranty.**



Compliance Recall

Code: 44K8

Subject: 2012 Beetle
Tire Replacement

September 11, 2012

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."

Corrective Action

Dealers will replace the tires on affected vehicles.

VINs of Affected Vehicles

NOTE:

- *ElsaWeb is the only valid campaign inquiry/verification source. Check ElsaWeb on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".*
- *If this repair appears to have already been performed on the vehicle but the code still shows open in ElsaWeb, contact Warranty before proceeding further. Another dealer may have recently performed this repair but not yet entered a claim for it in the system.*
- *ElsaWeb may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this campaign.*
- *Contact Warranty if you have any questions.*

U.S.A.

See next page for list of affected vehicles

Canada

See next page for list of affected vehicles

NOTE: Always verify ElsaWeb for campaign eligibility on a vehicle.

Campaign Customer Allocation Report

Electronic Campaign Customer Allocation reports will be posted under My Dealership Reports on the VW Hub on or about September 11, 2012. A list will not be posted for dealers who have no affected vehicles.

Parts Information and Allocation

Due to the very small number of affected vehicles, tires will not be allocated for this action.

- U.S. Dealers: Tires must be ordered directly through the VW Tire Store link, found in the Parts tab on VWHub. When ordering, please be sure to have the correct SKU# on hand to ensure receipt of the correct tires.
- Canadian Dealers: Order tires through a local supplier.

Owner Notification Mailing

Customer notification is anticipated to take place on or about September 11, 2012. Sample copies of the owner letters are enclosed.

Campaign Completion Labeling Guidelines

Vehicles repaired under this action must be identified with a campaign completion label (part number CAMP 010 000). Labels can be ordered at no cost online via the Compliance Label Ordering portal at www.vwHub.com.

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/Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Compliance Recall 44K8 - Affected Vehicles

United States

Produced August through November 2011

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb.** Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

Saga Claim Entry Procedure

Check ElsaWeb to determine if this campaign is open.

Service No.: 44K8
Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code 3ME

Claim Type

Sold vehicle = 7 10
Unsold vehicle = 7 90

Accounting Instructions

Criteria 01 – Replace four tires

Repair operation: 4412 55 99 130 T.U.

Outside Materials (U.S. only):

Outside SP Number	Description	QTY	Amount
SKU# 1010384	Tires, Hankook 235/45R18	4	Up to \$880.00
Wheel Weights	Wheel Weights	As Needed	Up to \$5.00

Outside Materials (Canada only):

Outside SP Number	Description	QTY	Amount
Tires	Tires, Hankook 235/45R18	4	Up to \$1,860.00
Wheel Weights	Wheel Weights	As Needed	Up to \$5.00

There is NO reimbursement for Vehicle Wash or Loaner

If customer refused repairs

Fax the repair order to the warranty team at (248) 754-4734 (U.S) and (905) 428-4811 (CAN). Provide the

Customer Letter Example (United States)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Compliance Recall 44K8/W4
Tire Replacement
2012 Model Year Volkswagen Beetle**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that certain 2012 model year Volkswagen Beetle vehicles were built with summer tires that fail to conform to Federal Motor Vehicle Safety Standard No. 110 "Tire Selection & Rims" and Federal Motor Vehicle Safety Standard No. 139 "New Pneumatic Tires for Light Vehicles." Our records show that you are the owner of one of these vehicles.

What Is The Problem?

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.

What Will Volkswagen Do?

To help correct this noncompliance, dealers will replace the four road tires of affected vehicles free of charge. Please note that the factory-installed spare tire is not affected by this recall.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer to schedule a repair appointment without delay. This work will take about two hours, and will be performed at no cost to you. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

*Volkswagen of America, Inc.
Attn: Customer CARE (44K8/W4)
3800 Hamlin Road
Auburn Hills, MI 48326
1-800-893-5298*

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We also invite you to visit our website at www.vw.com, where you can check to see if this or any other action may be open on your vehicle.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Compliance Recall 44K8/W4
Tire Replacement
2012 Model Year Volkswagen Beetle**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the Canadian Traffic and Motor Vehicle Safety Act. Volkswagen has decided that certain 2012 model year Volkswagen Beetle vehicles were built with summer tires that fail to conform to Safety Standard No. 109 "New Pneumatic & Certain Specialty Tires" and Canadian Motor Vehicle Safety Standard 110 "Tire Selection & Rims for Motor Vehicles with a GVWR of 4 536 KG or Less." Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Due to an error at the factory, the affected vehicles were produced with summer tires that are possibly not in compliance with Safety Standard No. 109 "New Pneumatic & Certain Specialty Tires" and Canadian Motor Vehicle Safety Standard 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.

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Lease Vehicles

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Have You Changed Your Address Or Sold The Vehicle?

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Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

*Volkswagen Canada
Attn: Customer Relations (44K8/W4)
PO Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-822-8987*

We also invite you to visit our website at www.vw.ca, where you can check to see if this or any other action may be open on your vehicle.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

If there are questions regarding the work procedure:

- U.S. dealers, contact Warranty
- Canadian dealers, open an VTA ticket using concern group “Compliance_Recall Assistance (C)”

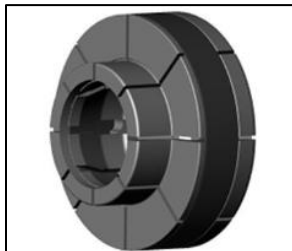
Required Parts:

U.S. Dealers: Tires must be ordered directly through the VW Tire Store link found in the Parts tab on VWHub. When ordering, please be sure to have the correct SKU# (listed below) on hand to ensure receipt of the correct tires.

Canadian Dealers: Tires must be ordered through a local supplier using only the Part Description below. Tires other than described below are not allowed.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
4	U.S. - SKU# 1010384 Canada – order by description	Hankook Optimo H426 4-groove BW; 235/45R18; 94H
1	CAMP 010 000	Campaign Completion Label
As required	Wheel Weights	Shop Supply

Required Tools:



⇐ VAG 1332 – Torque Wrench 4-20 Nm (or equivalent)

⇐ CNT97354 – Heavy-Duty Wheel Lug Torque Wrench (or equivalent)

⇐ VAS 5271 – Wheel Balancing Machine Centering System (or equivalent)

⇐ VAS 6230 – Vibration Control Tire Balancer (or equivalent)

Work Procedure:

Tip:
 If Campaign Completion label is present, no further work required.

Section A – Identify Criteria and Check for Open Status

- Enter the VIN in ElsaWeb and proceed to the “Campaign/Action” screen.

Applicable Criteria ID (s)	Campaign/Action Status
01	Open

EXAMPLE



Tip:
On the date of repair, print this screen and keep a copy with the repair order.

← Ensure that the Status is “Open” <arrow 2>.

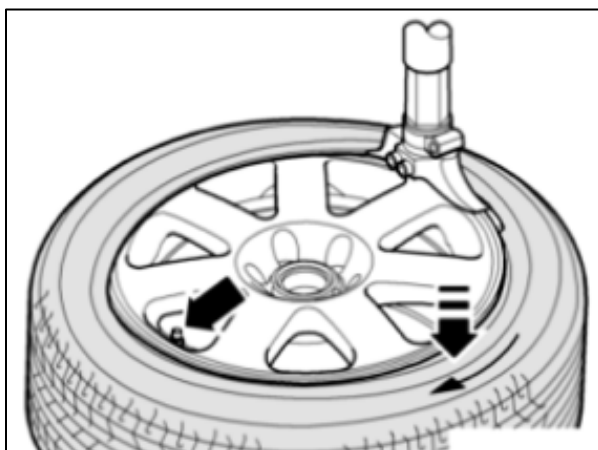
- Note the Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and associated parts.

Continue to Section B



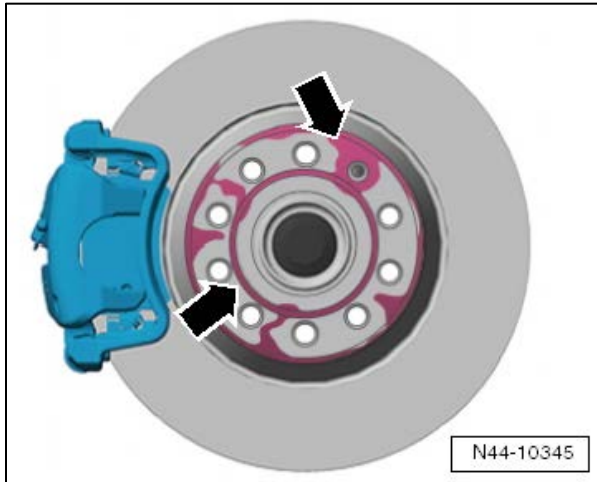
Section B – Replace Tires

- Retrieve the wheel lock key from the vehicle.
 - With vehicle sitting on the ground, loosen but do not remove the five wheel bolts on all four wheels.
 - Raise vehicle on a hoist.
- ← Remove all five wheel bolts <arrows> from each wheel and remove the wheels.
- Remove core of each valve stem.
 - Remove all four tires from wheels.




← Carefully, mount a new tire (see Required Parts list) on each wheel and reinstall valve core.

- Balance each wheel using Vibration Control Tire Balancer (VAS 6230) and Wheel Balancing Machine Centering System (VAS 5271).

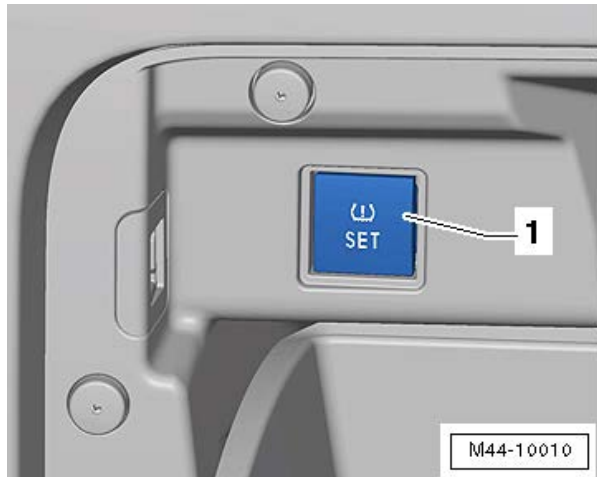


- ⇐ Make sure contact surfaces of hubs are clean of debris or corrosion <arrows>.
- Reinstall wheels on wheel hubs and hand tighten wheel bolts uniformly.
- Tighten wheel bolts diagonally to 30 Nm.




 **WARNING:**
Never use an impact wrench to install the wheel bolts!

- ⇐ Lower the vehicle to the ground and tighten all wheel bolts to 140 Nm in pattern shown <1-5> using Heavy-Duty Wheel Lug Torque Wrench (CNT97354).
- Place wheel lock key back in vehicle.



If vehicle is equipped with Tire Pressure Monitoring System:

- Switch the ignition on.
- ⇐ Press and hold the **SET** button <1>, while vehicle is standing still, until a signal tone sounds. The signal tone confirms the basic settings.

 **Note:**
The **SET** <1> button is inside the glove compartment.

Continue to Section C

Section C – Campaign Completion Label and Parts Return/Disposal

- Open hood.

Install Campaign Completion Label

- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label.

Campaign Completion	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000



Tip:
Ensure Campaign Completion label does not cover any existing label(s).

- Close hood.

Parts Return/Disposal

Properly destroy and dispose of removed parts in accordance with all state/local requirements once the parts are listed on the Parts Destruction and Core Disposition report, unless otherwise indicated and/or requested for return.

ALL WORK IS COMPLETE