



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: November 03, 2015

To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator

Subject: Upcoming Safety Recall / Mandatory Stop-Sale – Camshaft – Code 23R1
Certain 2015-2016 MY Volkswagen Vehicles with 1.8T & 2.0T Gasoline Engines

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Volkswagen has notified NHTSA and Transport Canada about an upcoming safety recall affecting certain 2015-2016 model year Volkswagen vehicles with 1.8T & 2.0T gasoline engines. You can expect to see media activity on this topic, and customers may reach out to you regarding this topic as a result.

As required by law, an interim customer notification about this upcoming safety recall will be completed in December 2015. Customers with vehicles affected by this recall will be advised that, if the Malfunction Indicator Light (MIL) is on (or if it comes on) with vehicle in reduced engine power mode (limp home) with a hard brake pedal during braking to make an appointment with their authorized Volkswagen dealer to have the vehicle inspected.

Even though the repair for this safety recall is not yet available, affected customer vehicles that require camshaft replacement can be repaired using existing service parts.

- As with any vehicle issue, dealers should perform a full diagnosis to identify the root cause of the vehicle concern to ensure that any vehicle needing repair is correctly and properly addressed. Do not assume that a vehicle has the recall issue – ensure that a complete vehicle diagnosis is performed.
- Affected vehicles diagnosed as needing a camshaft replacement should be repaired using the existing repair manual instructions.
- Affected vehicles that are within warranty at the time of repair can be claimed via the normal warranty process.
- Affected vehicles out of warranty at the time of repair should be claimed utilizing goodwill.
- In order to support repairs in critical cases, open a VTA with a copy of the repair order attached. Approved requests will be sent to the Upper Order Limits team by the Volkswagen Technical Helpline for processing. Replacement camshafts are not subject to the recall.
- Affected vehicles in inventory will appear in OMD Web on November 04, 2015.

We appreciate your patience and support as we work towards implementing this safety recall. If you have any questions or require additional assistance, please contact Warranty.

Volkswagen Customer Protection



TOPIC	Camshaft
CODE	23R1
PROBLEM DESCRIPTION	<p>Due to high load on the sintered cam which drives the high pressure fuel injection pump and the vacuum pump in the affected vehicles, the camshaft lobe has the potential to unexpectedly shear off from the camshaft. If this happens, vacuum pump power will be lost so that the pump will not deliver further vacuum supply to the brake booster, and reduced engine power (limp home mode) will cause the Malfunction Indicator Light (MIL) to come on.</p> <p>Unexpected, increased need for braking effort after vacuum reserve has been depleted can lead to a crash without warning.</p>
CORRECTIVE ACTION	PENDING – REPAIR NOT YET AVAILABLE
PRECAUTIONS	If the Malfunction Indicator Light (MIL) is on (or if it comes on) with vehicle in reduced engine power mode (limp home) with a hard brake pedal during braking to make an appointment with their authorized Volkswagen dealer to have the vehicle inspected.
VEHICLE DIAGNOSIS / INTERIM REPAIRS	<p>The recall repair is not yet available; however customer vehicles that are car-down due to a diagnosis leading to the necessary replacement of the camshaft can be addressed with regular service parts.</p> <p>As with any vehicle issue, dealers should perform a full diagnosis to identify the root cause of the vehicle concern to ensure that any vehicle needing repair is correctly and properly addressed. Do not assume that a vehicle has the recall issue – ensure that a complete vehicle diagnosis is performed.</p> <p>Affected vehicles diagnosed as needing a camshaft replacement should be repaired using the existing repair manual instructions. Affected vehicles that are within warranty at the time of repair can be claimed via the normal warranty process. Affected vehicles out of warranty at the time of repair should be claimed utilizing goodwill.</p> <p>In order to support repairs in critical cases, open a VTA with a copy of the repair order attached. Approved requests will be sent to the Upper Order Limits team by the Volkswagen Technical Helpline for processing. Replacement camshafts are <u>not</u> subject to the recall.</p>

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. 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.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

Please refer to the attached Campaign Data Sheet and the FAQ for additional information.

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 Customer Protection

Attachment: Campaign Data Sheet / FAQ

IMPORTANT! 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. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.



CAMPAIGN DATA SHEET

CAMPAIGN TYPE	Safety Recall
SAGA CODE	23R1
MARKET(S)	United States and Canada
AFFECTED VEHICLES	Certain 2015-2016 MY Volkswagen vehicles with a 1.8T & 2.0T gasoline engine:
TOPIC	Camshaft
PROBLEM DESCRIPTION	<p>Due to high load on the sintered cam which drives the high pressure fuel injection pump and the vacuum pump in the affected vehicles, the camshaft lobe has the potential to unexpectedly shear off from the camshaft. If this happens, vacuum pump power will be lost so that the pump will not deliver further vacuum supply to the brake booster, and reduced engine power (limp home mode) will cause the Malfunction Indicator Light (MIL) to come on.</p> <p>Unexpected, increased need for braking effort after vacuum reserve has been depleted can lead to a crash without warning.</p>
CORRECTIVE ACTION	PENDING – REPAIR NOT YET AVAILABLE
PRECAUTIONS	If the Malfunction Indicator Light (MIL) is on (or if it comes on) with vehicle in reduced engine power mode (limp home) with a hard brake pedal during braking to make an appointment with their authorized Volkswagen dealer to have the vehicle inspected.
VEHICLE DIAGNOSIS / INTERIM REPAIRS	<p>The recall repair is not yet available; however customer vehicles that are car-down due to a diagnosis leading to the necessary replacement of the camshaft can be addressed with regular service parts.</p> <p>As with any vehicle issue, dealers should perform a full diagnosis to identify the root cause of the vehicle concern to ensure that any vehicle needing repair is correctly and properly addressed. Do not assume that a vehicle has the recall issue – ensure that a complete vehicle diagnosis is performed.</p> <p>Affected vehicles diagnosed as needing a camshaft replacement should be repaired using the existing repair manual instructions. Affected vehicles that are within warranty at the time of repair can be claimed via the normal warranty process. Affected vehicles out of warranty at the time of repair should be claimed utilizing goodwill.</p> <p>In order to support repairs in critical cases, open a VTA with a copy of the repair order attached. Approved requests will be sent to the Upper Order Limits team by the Volkswagen Technical Helpline for processing. Replacement camshafts are <u>not</u> subject to the recall.</p>
CUSTOMER NOTIFICATION DATE	Interim Notification – Anticipated December 2015 Repair Notification - PENDING – REPAIR NOT YET AVAILABLE
ELSA VISIBILITY DATE	United States : On or about November 4, 2015 Canada: On or about November 4, 2015
OMD Web VISIBILITY DATE	United States : On or about November 4, 2015 Canada: On or about November 4, 2015

IMPORTANT! 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. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.



VEHICLE COUNT	TOTAL AFFECTED	USA: Approximately 91,800 CANADA: Approximately 17,200
APPROXIMATE REPAIR TIME		PENDING – REPAIR NOT YET AVAILABLE
PARTS REQUIRED		PENDING – REPAIR NOT YET AVAILABLE
INITIAL PARTS ALLOCATION DATE		PENDING – REPAIR NOT YET AVAILABLE
EXPIRATION DATE		NONE
ADDITIONAL INFORMATION		IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS <u>New Vehicles in Dealer Inventory:</u> It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. 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. <u>Pre-Owned Vehicles in Dealer Inventory:</u> Dealers are requested not to delivery any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

IMPORTANT! 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. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.



Frequently Asked Questions (FAQ) Upcoming Camshaft Safety Recall

SUMMARY

Campaign Code: 23R1

Affected Vehicles: Certain 2015-2016 MY Volkswagen vehicles with 1.8T & 2.0T gasoline engine

Problem Description: Due to high load on the sintered cam which drives the high pressure fuel injection pump and the vacuum pump in the affected vehicles, the camshaft lobe has the potential to unexpectedly shear off from the camshaft. If this happens, vacuum pump power will be lost so that the pump will not deliver further vacuum supply to the brake booster, and reduced engine power (limp home mode) will cause the Malfunction Indicator Light (MIL) to come on.

Unexpected, increased need for braking effort after vacuum reserve has been depleted can lead to a crash without warning.

Corrective Action: PENDING

Precautions: If the Malfunction Indicator Light (MIL) is on (or if it comes on) with vehicle in reduced engine power mode (limp home) with a hard brake pedal during braking to make an appointment with their authorized Volkswagen dealer to have the vehicle inspected.

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. 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.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

What does the driver experience with this issue?

If the camshaft lobe unexpectedly shears off from the camshaft, vacuum pump power will be lost so that the pump will not deliver further vacuum supply to the brake booster, and reduced engine power (limp home mode) will cause the Malfunction Indicator Light (MIL) to come on. Unexpected, increased need for braking effort after vacuum reserve has been depleted can lead to a crash without warning.

Are there any precautions that customers should take prior to having this campaign performed?

As with any safety recall, it's important to have an affected vehicle repaired by an authorized Volkswagen dealer without delay. In the interim, if the Malfunction Indicator Light (MIL) is on (or if it comes on) with vehicle in reduced engine power mode (limp home) with a hard brake pedal during braking to make an appointment with their authorized Volkswagen dealer to have the vehicle inspected.

What is the status of this recall repair?

The recall repair is not yet available.

Why has the recall been announced without a recall repair solution in place?

The law requires automakers to make safety recall information available to the NHTSA and Transport Canada within five days of defect determination – regardless of whether or not a repair solution is available. Once agency notification has taken place, Volkswagen notifies field and dealership personnel of the upcoming recall. The NHTSA and Transport Canada also take steps to inform the public of recall campaigns.

IMPORTANT! 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. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.



In the case of this recall, a defect decision has been made but a repair solution is still pending. Once this information has been finalized, it will be provided to the agencies, field and dealership personnel, and customers.

Volkswagen is working diligently on obtaining this information, and will provide it as soon as it becomes available.

Are all affected vehicles in dealer inventory subject to a stop-sale?

No. The vast majority of vehicles affected by this recall are retail sold units.

How can dealers address customer concerns in the interim?

The recall repair is not yet available; however customer vehicles that are car-down due to a diagnosis leading to the necessary replacement of the camshaft can be addressed with regular service parts. As with any vehicle issues, dealers should perform a full diagnosis to identify the root cause of the vehicle concern to ensure that any vehicle needing repair is correctly and properly addressed. Do not assume that a vehicle has the recall issue – ensure that a complete vehicle diagnosis is performed.

In order to support repairs in critical cases, open a VTA with a copy of the repair order attached. Approved requests will be sent to the Upper Order Limits team by the Volkswagen Technical Helpline for processing. Replacement camshafts are not subject to the recall.

What if a customer does not want to drive their vehicle until the recall repair has been performed?

The recall repair is not yet available. In the event this situation is encountered, please repair the customer's vehicle using regular service parts and the existing repair manual instructions. Affected vehicles that are within warranty at the time of repair can be claimed via the normal warranty process. Affected vehicles out of warranty at the time of repair should be claimed utilizing goodwill.

In order to support repairs in critical cases, open a VTA with a copy of the repair order attached. Approved requests will be sent to the Upper Order Limits team by the Volkswagen Technical Helpline for processing. Replacement camshafts are not subject to the recall.

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

In the event a request is made, please follow existing alternate transportation/towing assistance guidelines to assist the customer. Charges for either service cannot be billed against this campaign but must be handled separate from the campaign. Dealers placing customers into loaner vehicles should refer to the Mobility Program Loaner Vehicle Claim Instructions VWS-14-01.

What should dealers do if they have any affected vehicles in inventory?

In the interest of customer safety and satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this repair has been performed.

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.

What is the parts allocation plan for this action?

Because the repair solution is still pending, there is no parts information available at this time.

However, affected vehicles diagnosed as needing a camshaft replacement should be repaired using the existing repair manual instructions. Affected vehicles that are within warranty at the time of repair can be claimed via the normal warranty process. Affected vehicles out of warranty at the time of repair should be claimed utilizing goodwill.

IMPORTANT! 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. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.



In order to support repairs in critical cases, open a VTA with a copy of the repair order attached. Approved requests will be sent to the Upper Order Limits team by the Volkswagen Technical Helpline for processing. Replacement camshafts are not subject to the recall.

Why has this recall been announced when dealers are not yet able to perform the repairs?

Once a determination of safety defect or noncompliance is made, the law requires auto manufacturers to notify the government promptly – regardless of parts/repair availability.

What if a customer requests that their vehicle be repaired immediately?

Any vehicle experiencing issues should be diagnosed/repared by an authorized dealer following existing repair guidelines.

If a vehicle is not currently experiencing any issues, please inform the customer that a repair solution is pending, and that they will receive formal notification from Volkswagen once the repair is available. Once the customer receives formal notification, they may contact their authorized dealer to schedule the repair.

FOR USA ONLY:

vw.com VIN Lookup Tool Visibility / NHTSA safercar.gov VIN Lookup Tool Visibility

Once affected VINs have been identified with the recall code, the recall code will appear for affected vehicles in both the vw.com and the NHTSA safercar.gov VIN lookup tools. Customers can check a vehicle's eligibility for repair under this or any other recall/service campaign by clicking on the **Look Up Recalls** link at www.vw.com and entering the Vehicle Identification Number (VIN).

IMPORTANT! 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. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.