



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: February 16, 2016

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

Subject: Repair Information for Safety Recall 23R1 – Camshaft
SVM Code Available to Begin Repairing Affected 2015 MY Vehicles Only

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Beginning on February 17, 2016, recall repairs can begin for 2015 MY vehicles affected by Safety Recall 23R1. Dealerships are encouraged to review their schedules to ensure necessary staffing is in place so repairs can begin as soon as possible.

Due to the length of time affected inventory has been grounded/under stop sale, please ensure vehicles have been properly prepped/maintained & test driven so these vehicles are retail-ready as soon as this recall work has been completed.

23R1 Recall – 2015 MY vehicles:

- No parts are required; the repair is software only. On February 17, 2016, the SVM code will be released only for 2015 MY. Please refer to the 23R1 circular for full details/repair instructions.
- Once an affected 2015 MY vehicle has received the recall repair, it can be offered for sale/lease.
- Customer notification is anticipated to begin in February 2016.

23R1 Recall – 2016 MY vehicles:

Affected 2016 MY vehicles remain REPAIR NOT YET AVAILABLE and cannot be offered for sale/lease. We are working diligently to have the SVM code available for 2016 MY, and will release it as soon as possible.

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.

If you have any questions or require additional assistance, please contact Warranty.

Volkswagen Customer Protection