



VOLKSWAGEN DEALERSHIP COMMUNICATION – USA ONLY

Date: May 02, 2016

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

Subject: Safety Recall 44M9 – TPMS Coding & Safety Certification Label Information
Certain 2016 MY Volkswagen Touareg with 21-inch Wheels/Tires

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Volkswagen has notified NHTSA about the upcoming safety recall described in this letter. Please refer to the attached Campaign Data Sheet for additional information.

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.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

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 (1)



CAMPAIGN DATA SHEET

CAMPAIGN TYPE		Safety Recall
SAGA CODE		44M9
MARKET(S)		United States
AFFECTED VEHICLES		Certain 2016 MY Touareg with 21-inch wheels/tires
TOPIC		TPMS Coding & Safety Certification Label Information
PROBLEM DESCRIPTION		<p>In certain vehicles, the tire pressure monitoring system (TPMS) has been incorrectly programmed to a lower pressure than required. Because of this, the warning for tire pressure loss will be delayed, and could result in the driver not being aware that one or more tires are low.</p> <p>Additionally, the tire pressures printed on the Safety Certification label in certain vehicles are incorrect. This makes the label non-compliant with Federal Motor Vehicle Safety Standards.</p> <p>Driving with too low tire pressure may cause tire failure and a loss of vehicle control, increasing the risk of a crash.</p>
CORRECTIVE ACTION		TPMS settings will be updated to contain correct specification; additionally the safety certification label will be corrected in some vehicles.
CUSTOMER NOTIFICATION DATE		Anticipated May 2016
CODE VISIBILITY DATE		On or about May 03, 2016
VEHICLE COUNT	TOTAL AFFECTED	USA: 366 CANADA: 0
APPROXIMATE REPAIR TIME		Up to 40 TU
PARTS REQUIRED		SEE WORK PROCEDURE
INITIAL PARTS ALLOCATION DATE		On or about May 02, 2016
EXPIRATION DATE		NONE
ADDITIONAL INFORMATION		<p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><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.</p> <p><u>Pre-Owned Vehicles in Dealer Inventory:</u> Dealers are requested not to deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers.</u></p>

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.