



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: May 24, 2016

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

Subject: Safety Recall 01B5 – Safety Certification Label
2016 MY Volkswagen Golf R

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

We would like to inform you of an upcoming safety recall. 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		01B5
MARKET(S)		United States
AFFECTED VEHICLES		2016 MY Volkswagen Golf R
TOPIC		Safety Certification Label
PROBLEM DESCRIPTION		The rear axle weight limit shown on the safety certification label is incorrectly specified as 1234 lbs. The correct value should read 2227 lbs. Incorrect/implausible weight information could lead to overloading of the vehicle, as the customer may ignore the low value and is not able to determine the correct maximum load. Overloading a vehicle could lead to vehicle instability and may contribute to loss of vehicle control and result in a crash.
CORRECTIVE ACTION		Install correct safety certification label.
CUSTOMER NOTIFICATION		Customer CARE will be contacting affected customers to schedule this repair.
ELSA VISIBILITY DATE		On or about May 25 2016
OMD Web VISIBILITY DATE		On or about May 25, 2016
VEHICLE COUNT	TOTAL AFFECTED	USA: 11 CANADA: 0
	DEALER INVENTORY	USA: 4 CANADA: 0
APPROXIMATE REPAIR TIME		Up to 10 TU
PARTS REQUIRED		Because there are only eleven (11) vehicles affected by this recall: <ul style="list-style-type: none">• Parts were allocated to address affected dealer inventory vehicles.• Customer CARE will be contacting affected customers to schedule this repair. Your dealership will be notified and a label provided if a customer comes to your dealership for this work. When scheduling customers for this repair, ensure that your dealership has a label on hand so that the customer's vehicle can be addressed at the time of their appointment.
EXPIRATION DATE		NONE
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 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. Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

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.