



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: January 08, 2018

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

Subject: Repair Availability for Safety Recall 20AQ – Fuel Tank
2018 MY Volkswagen Atlas

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

On January 09, 2018 repairs can begin for vehicles affected by Safety Recall 20AQ. Please refer to the campaign circular that will be posted to Elsa and ServiceNet 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	20AQ
MARKET(S)	United States and Canada
AFFECTED VEHICLES	Certain 2018 MY Volkswagen Atlas
TOPIC	Fuel Tank
PROBLEM DESCRIPTION	Fuel may leak from the fuel tank. Leaking fuel, in the presence of an ignition source, may result in a fire.
CORRECTIVE ACTION	Replace fuel tank.
CUSTOMER NOTIFICATION DATE	January 2018
PRECAUTIONS	If a customer smells a fuel odor or sees a fuel puddle under the vehicle, they are advised to contact an authorized Volkswagen dealer right away.
ELSA/OMD Web VISIBILITY DATE	On or about January 09, 2018
TOTAL AFFECTED VEHICLE COUNT	USA: 58 CANADA: 18 Check your daily campaign open inventory report or OMD for affected vehicles in your inventory.
APPROXIMATE REPAIR TIME	Up to 320 TU
PARTS REQUIRED	SEE WORK PROCEDURE
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 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 <u>before delivery to consumers.</u>

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.