



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall 42i7 – Rear Shock Absorbers INSPECTION ONLY

This notice is for:	✓ Dealer Principal ✓ General Manager ✓ Sales Managers	✓ Service Manager ✓ Parts Manager ✓ Service Consultant	✓ Warranty Administrator ✓ Technicians
Date:	May 21, 2018		
Issue:	In affected vehicles, a lower loop of a rear shock absorber may separate from its base due to an incorrect supplier welding process. If a failure occurs, the lower loop of a rear shock absorber may detach from the base cup and destabilize the vehicle, potentially resulting in a crash without warning.		
Recall Code & Campaign Work Instruction Visibility	INSPECTION ONLY: May 21, 2018 Note: We anticipate repair parts will be available in early June 2018. Until then, an inspection is the only remedy available under this recall. See inspection instructions in Elsa/ServiceNet for complete information.		
Inspection ONLY Available Now:	Inspect both rear shock absorbers: ✓ If no replacement necessary, enter recall claim and release vehicle. X If one or both shocks require replacement, <u>GROUND VEHICLE:</u> <ul style="list-style-type: none">○ <u>Customer vehicles:</u> Provide customer with loaner vehicle until parts are available to complete the recall repair.○ <u>Inventory/stock units:</u> Quarantine until parts are available to complete the recall repair.		
Parts Department	Parts anticipated early June 2018.		
Notes:	<ul style="list-style-type: none">• Vehicles: Certain 2018 MY Volkswagen Tiguan• Check daily campaign open inventory report or OMD for affected vehicles in inventory• Repair every affected inventory vehicle <u>before delivery to consumers.</u>• Precautions: Owners who hear a banging noise coming from the rear of the vehicle are advised to stop driving as soon as it is safe to do so and contact a Volkswagen dealer to make arrangements to have the vehicle towed to the dealer for inspection without delay.• Owner mailing – anticipated May 2018		
IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS			
<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 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.</p>			

-END OF MESSAGE-

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.