



VOLKSWAGEN DEALER COMMUNICATION

Recall Launch – Compliance Recalls 01C5 & 01C6 / Zero-Series Vehicle Non-Compliance

- This notice is for:**
- ✓ Dealer Principal
 - ✓ General Manager
 - ✓ Sales Managers
- ✓ Service Manager
 - ✓ Parts Manager
 - ✓ Service Consultant
- ✓ Warranty Administrator
 - ✓ Technicians

Date: November 19, 2018

Issue: A small number of zero-series vehicles (very early production vehicles) were sold as used after they were no longer needed for Volkswagen internal use. Volkswagen has discovered that documentation about possible modification(s) made during the internal use period may be incomplete. Because of this, Volkswagen cannot verify that the vehicles comply with all applicable regulatory requirements. Out of an abundance of caution, Volkswagen has decided to recall these vehicles. If the vehicles do not meet all regulatory requirements, there could be an increased risk of a crash, fire, or injury.

Recall Remedy/Vehicle Repurchase Information: Vehicles affected by this recall cannot be repaired. Because of this, Volkswagen is only offering a repurchase (buy back) program for this recall. Volkswagen will work with affected owners to complete the vehicle repurchase process as quickly as possible, FREE of charge.

Time is of the essence.

- **From now until March 31, 2019**, vehicle values will be calculated and paid based upon the NADA Clean-Trade Value in the USA / Canadian Black Book Value in Canada.
- **After March 31, 2019**, vehicle values will be calculated and paid based upon the vehicle's current market value minus any daily depreciation due to vehicle mileage, age and condition.

Parts Department: No parts; vehicle repurchase program only

Affected Vehicles: Recall 01C5: Certain 2011-2016 MY Volkswagen vehicles - USA: 232 / CANADA: 11

Recall 01C6: Certain 2012-2016 MY Volkswagen vehicles - USA: 20 / CANADA: 1

- Additional Information**
- November 20, 2018: Code live in ELSA & recall instructions in ELSA/ServiceNet
 - Owner notification – December 2018
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory

IMPORTANT REMINDER: 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.

-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.