



VOLKSWAGEN DEALER COMMUNICATION

Status Update / Stop-Sale Code STP7 (USA ONLY)

This notice is for:

✓ Dealer Principal	✓ Service Manager	✓ Warranty Administrator
✓ General Manager	✓ Parts Manager	✓ Technicians
✓ Sales Managers	✓ Service Consultant	

Date: June 15, 2018

- Information:**
- Today, VW Customer CARE will begin contacting the small group of customers who our records show own a 2018 MY Volkswagen vehicle affected by the STP7 brake system safety issue.
 - Owners will be advised of the safety issue and instructed to contact Volkswagen Roadside Assistance so the vehicle can be towed to their selling dealer.
 - The following 2018 MY models are affected:
 - Atlas
 - Beetle
 - Beetle Convertible
 - Golf/GTI/Golf SportWagen
 - Passat
 - Dealers must provide alternate transportation (loaner/rental) at no cost to owners. Alternate transportation claiming instructions will be provided at a later date. Mobility units do NOT need to be used for these cases.
 - As a reminder, check daily campaign open inventory report, Elsa or OMD for affected vehicles in inventory. DO NOT sell, or offer for sale or lease, any vehicle tagged with an open stop-sale code **STP7**.

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.