



VOLKSWAGEN DEALER COMMUNICATION

URGENT STOP-DRIVE NOTICE/ RECALL REPAIR INFORMATION

Safety Recalls 47N9 & 47N8 / Gas Bubbles in Brake System

This notice is for:

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

Date: June 22, 2018

Safety Recall 47N9

Certain 2018 MY Volkswagen Beetle, Beetle Convertible, Golf, Golf SportWagen, GTI

Customer (Retail Sold) Units
REPAIR AVAILABLE - June 22, 2018
Criteria: AD, AL, AJ
Replace rear calipers

Unsold Units
REPAIR NOT YET AVAILABLE
Criteria B1, BA, BB, BJ

The 47N9 code will show open in addition to the STP7 code. STP7 will close several days after 47N9 claim submission.

Safety Recall 47N8

Certain 2018 MY Volkswagen Atlas & Passat

REPAIR NOT YET AVAILABLE

Issue: Gas bubbles may form in the brake system due to insufficient chrome coating of the brake caliper pistons. If this happens, braking performance may be reduced which can increase the risk of a crash.

Stop-Drive Information

- Volkswagen has issued an urgent stop-drive notice for vehicles affected by these safety recalls. Affected vehicles should NOT be driven until the recall repair has been completed.
- Owners are advised: **DO NOT DRIVE THE VEHICLE**; contact VW Roadside Assistance a 1-800-411-6688 to make arrangements for the vehicle to be towed to an authorized Volkswagen dealer.
- Provide a **FREE** loaner vehicle for affected owners if necessary.
- Quarantine all affected vehicles in dealer inventory (including those being used by dealership personnel or as demonstrator vehicles) until they are repaired.

Parts Information

Parts will not be allocated prior to owner notification.

Notes:

- Prioritize customers who seek alternate transportation; use either the loaner program or provide a rental vehicle at no cost to owners of affected vehicles. Loaner/rental claiming instructions will be communicated at a later time.
- Check daily campaign open inventory report or OMD for affected vehicles in inventory.
- Vehicles included in these recalls are on mandatory stop sale hold until repaired.
- No vehicles will be included in both recall codes.
- DO NOT sell, or offer for sale or lease, any affected vehicle until it has been repaired.

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.

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-