



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall 87F9 / HVAC Drain Hose/Airbag Control Module

This notice is for:

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

Date: August 27, 2018

Issue: In certain vehicles, an air conditioning evaporator (HVAC) drain tube may have been twisted during vehicle assembly. If this tube is twisted, it can lead to water draining inside the passenger compartment and also onto the airbag control module. If the airbag control module gets wet, it can malfunction and possibly lead to an unintended airbag deployment. An unintended airbag deployment can cause injuries to vehicle occupants and possibly lead to a crash.

Precautions: A customer may notice wet carpet, a foul odor in the interior of the vehicle or the airbag warning lamp may illuminate. Other warning lights may also illuminate depending on vehicle equipment and conditions. If any of this happens, owners are advised to contact an authorized Volkswagen dealer without delay and arrange to have the vehicle inspected.

Repair:

- REPAIR AVAILABLE – 8/29/2018
- Repair instructions available in ELSA/ServiceNet.
- The HVAC drain tube will be inspected on all affected vehicles. If a twisted tube is found, it as well as the airbag control module will be replaced. A subset of affected vehicles (that our records show have had a twisted drain tube replaced in the past) will have the airbag control module replaced under this recall.
- Check daily campaign open inventory report or OMD for affected vehicles in inventory.
- Repair every affected inventory vehicle before delivery to consumers.

Parts Department:

- Please contact the Parts Specialist via phone (800-767-6552, email VWoAPartsSpecialists@vw.com) or chat/text with the VIN to order.

Notes:

- Vehicles: Certain 2018 MY Volkswagen Atlas
- Schedule owner repairs immediately
- Owner mailing – September 2018

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.