



# Compliance Recalls

## Codes: 01C5 / 01C6

<b>Subject</b>	<b>Zero-Series Vehicle Non-Compliance</b>																									
<b>Release Date</b>	November 20, 2018																									
<b>Affected Vehicles</b>	<table border="1"> <thead> <tr> <th>Country</th> <th>Model Years</th> <th>Models</th> </tr> </thead> <tbody> <tr> <td rowspan="7">USA</td> <td>2011-2013</td> <td>GTI</td> </tr> <tr> <td>2011-2015</td> <td>Touareg</td> </tr> <tr> <td>2011-2016</td> <td>Golf</td> </tr> <tr> <td>2012-2015</td> <td>Tiguan</td> </tr> <tr> <td>2012-2016</td> <td>Eos</td> </tr> <tr> <td>2012-2016</td> <td>CC</td> </tr> <tr> <td>2015</td> <td>e-Golf</td> </tr> <tr> <td rowspan="3">CANADA</td> <td>2012-2013</td> <td>Eos</td> </tr> <tr> <td>2013</td> <td>Touareg</td> </tr> <tr> <td>2013</td> <td>Passat</td> </tr> </tbody> </table> <p><i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry &amp; verification source.</i></p> <ul style="list-style-type: none"> <li>✓ Campaign status must show "open."</li> <li>✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.</li> </ul>	Country	Model Years	Models	USA	2011-2013	GTI	2011-2015	Touareg	2011-2016	Golf	2012-2015	Tiguan	2012-2016	Eos	2012-2016	CC	2015	e-Golf	CANADA	2012-2013	Eos	2013	Touareg	2013	Passat
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<b>Problem Description</b>	<p>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.</p> <p>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.</p> <p>If the vehicles do not meet all regulatory requirements, there could be an increased risk of a crash, fire, or injury.</p>																									
<b>Corrective Action</b>	<p>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.</p> <p><b><u>Time is of the essence.</u></b></p> <ul style="list-style-type: none"> <li>• <b><u>From now until March 31, 2019</u></b>, vehicle values will be calculated and paid based upon the NADA Clean-Trade Value in the USA / Canadian Black Book Value in Canada.</li> <li>• <b><u>After March 31, 2019</u></b>, 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.</li> </ul>																									
<b>Parts Information</b>	No parts needed; this is a repurchase (buy back) program only.																									

<b>Code Visibility</b>	<p>On or about November 21, 2018, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.vwclub.com">www.vwclub.com</a> &amp; OMD Web). A list will not be posted for dealers who do not have any affected vehicles.</p> <p>On or about November 21, 2018, this campaign code will show open on affected vehicles in Elsa.</p> <p>On or about November 21, 2018, affected vehicles will be identified with this campaign code in the VIN Lookup tool at <a href="http://www.vw.com">www.vw.com</a> and on the NHTSA VIN lookup tool at <a href="http://www.safercar.gov">www.safercar.gov</a>.</p>
<b>Owner Notification</b>	<p>Owner notification will take place in December 2018. Owner letter examples are included in this bulletin for your reference.</p>
<b>Claim Entry Instructions</b>	<p>Dealers will not submit claims under this action.</p> <p>If your dealership assists with a repurchase transaction, Volkswagen will pay your dealership \$200.00 once the repurchase transaction has been completed.</p> <p>Once the repurchase transaction has been completed, Volkswagen will close this recall.</p>
<b>Vehicle Repurchase Information</b>	<p><b>If an affected, customer-owned vehicle is presented for service at your dealership for this recall:</b></p> <ul style="list-style-type: none"> <li>• <b>USA Dealers:</b> Contact Volkswagen Customer CARE at 800-893-5298</li> <li>• <b>Canada Dealers:</b> Contact Volkswagen Customer Relations at 800-822-8987</li> </ul> <p><b><u>All Dealers:</u></b></p> <ul style="list-style-type: none"> <li>• Do not offer an affected vehicle for sale, lease or any other use.</li> <li>• If you have an affected vehicle in inventory, quarantine it immediately and contact Customer CARE/Customer Relations.</li> <li>• Volkswagen will arrange to have repurchased vehicle(s) removed from your dealership as soon as possible once the repurchase transaction has been completed.</li> </ul>
<b>Additional Information</b>	<p><b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel.</b></p> <p><b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b></p> <p><b><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.</b></p> <p><b><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.</b></p> <p>Vehicles repurchased under this action are exempt from the campaign completion labeling guidelines; these vehicles <b>cannot</b> be offered for sale or lease and must be quarantined and returned directly to Volkswagen.</p>

## Customer Letter Example (USA) 01C5

This notice applies to your vehicle: <VIN>

NHTSA: 18V329

**Subject: Compliance Recall 01C5 – Zero-Series Vehicle Non-Compliance  
Certain 2011-2016 Model Year Volkswagen Vehicles**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that certain 2011-2016 model year Volkswagen vehicles potentially fail to conform to Federal Motor Vehicle Safety Standards. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Your vehicle is a very early production vehicle that was sold as used by Volkswagen after it was no longer needed for 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 vehicle complies with all applicable regulatory requirements. If a vehicle does not meet all regulatory requirements, there could be an increased risk of a crash, fire, or injury.

**What we will do, and what you need to do.** Vehicles affected by this recall cannot be repaired.

Because of this, Volkswagen is offering only a repurchase (buy back) program for this recall. Volkswagen will work directly with you to complete the vehicle repurchase (buy back) 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.
- **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.

**Please contact Volkswagen Customer CARE at 800-893-5298 or reach out to us at [www.vw.com/contact](http://www.vw.com/contact) as soon as possible before March 31, 2019.**

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Can we assist you further?** If Volkswagen fails or is unable to complete vehicle buyback free of charge within a reasonable time, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at [www.vw.com/contact](http://www.vw.com/contact) or by calling us at 800-893-5298.

**Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit [www.vw.com/owners/recalls](http://www.vw.com/owners/recalls) and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety.

Sincerely,

Volkswagen Customer Protection

## Customer Letter Example (CANADA) 01C5

This notice applies to your vehicle: <VIN>

**Subject: Compliance Recall 01C5 – Zero-Series Vehicle Non-Compliance  
Certain 2012-2013 Model Year Volkswagen Vehicles**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Volkswagen has decided that certain 2012-2013 model year Volkswagen vehicles potentially fail to conform to Canadian Motor Vehicle Safety regulations. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Your vehicle is a very early production vehicle that was sold as used by Volkswagen after it was no longer needed for 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 vehicle complies with all applicable regulatory requirements. If a vehicle does not meet all regulatory requirements, there could be an increased risk of a crash, fire, or injury.

**What we will do, and what you need to do.**

Vehicles affected by this recall cannot be repaired.

Because of this, Volkswagen is offering only a repurchase (buy back) program for this recall. Volkswagen will work directly with you to complete the vehicle repurchase (buy back) 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 Canadian Black Book Value.
- **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.

**Please contact Volkswagen Customer Relations at 1-800-822-8987 or via our “Contact Us” page at [www.vw.ca](http://www.vw.ca) as soon as possible before March 31, 2019.**

**Lease vehicles and address changes**

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Can we assist you further?**

If Volkswagen fails or is unable to complete vehicle buyback free of charge within a reasonable time, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our “Contact Us” page at [www.vw.ca](http://www.vw.ca).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety.

Sincerely,

Volkswagen Customer Protection

## Customer Letter Example (USA) 01C6

This notice applies to your vehicle: <VIN>

NHTSA: 18V329

**Subject: Compliance Recall 01C6 – Zero-Series Vehicle Non-Compliance  
Certain 2012-2016 Model Year Volkswagen Vehicles**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that certain 2012-2016 model year Volkswagen vehicles potentially fail to conform to Federal Motor Vehicle Safety Standards. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Your vehicle is a very early production vehicle that was sold as used by Volkswagen after it was no longer needed for 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 vehicle complies with all applicable regulatory requirements. If a vehicle does not meet all regulatory requirements, there could be an increased risk of a crash, fire, or injury.

**What we will do, and what you need to do.**

Vehicles affected by this recall cannot be repaired.

Because of this, Volkswagen is offering only a repurchase (buy back) program for this recall. Volkswagen will work directly with you to complete the vehicle repurchase (buy back) 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.
- **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.

**Please contact Volkswagen Customer CARE at 800-893-5298 or reach out to us at [www.vw.com/contact](http://www.vw.com/contact) as soon as possible before March 31, 2019.**

**Lease vehicles and address changes**

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**Can we assist you further?**

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We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety.

Sincerely,

Volkswagen Customer Protection

## Customer Letter Example (CANADA) 01C6

This notice applies to your vehicle: <VIN>

**Subject: Compliance Recall 01C6 – Zero-Series Vehicle Non-Compliance  
Certain 2013 Model Year Volkswagen Golf Vehicles**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Volkswagen has decided that certain 2013 model year Volkswagen Golf vehicles potentially fail to conform to Canadian Motor Vehicle Safety regulations. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Your vehicle is a very early production vehicle that was sold as used by Volkswagen after it was no longer needed for 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 vehicle complies with all applicable regulatory requirements. If a vehicle does not meet all regulatory requirements, there could be an increased risk of a crash, fire, or injury.

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