



VOLKSWAGEN DEALER COMMUNICATION

RECALL DOCUMENTS REVISED – Safety Recall Code 42J5 / Rear Axle Coil Springs

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

Date: April 09, 2019

Revision Summary Claiming & repair instructions for Criteria 02-10 added; visible in Elsa/SNet on April 10, 2019

Vehicle Repair Availability:

Criteria	Vehicle Count*		Models
	USA	CANADA	
02	14	117	Tiguan
03	8,826	927	
04	7,209	3,948	
05	3,413	622	
07	1,082	607	Golf/Golf SportWagen
08	80	1,462	
09	350	1,635	
10	3,964	2,968	
12	16,053	268	Jetta/Golf TDI
13	15,182	3,025	

*Counts reflect overall recall population; some vehicles may have already been repaired. 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 only valid campaign inquiry & verification source.

Parts Department: Parts will be allocated to dealerships based on a percentage of the number of vehicles registered in their primary area of influence (PAI) prior to owner notification. Parts will be placed on Upper Order Limits. If your dealership is at the weekly Upper Order Limit and requires more inventory, please submit the backordered sales document number to upperorderlimits@VW.com to have additional parts released.

Notes: **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.