



VOLKSWAGEN DEALER COMMUNICATION

Repair Delayed – Compliance Recall 94L9 / Headlight Adjusting Screw Caps

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

Date: June 11, 2019

Repair Delayed:

- Due to an issue with the RECALL system/Elsa interface, the repair for Compliance Recall 94L9 has been delayed.
- Recall code 94L9 is not visible in Elsa.
- Please DO NOT perform any repairs until the 94L9 code shows open in Elsa.
- DO NOT rely only on Elsa2Go or VIN lookup to determine vehicle eligibility. As a reminder, Elsa is the only valid campaign inquiry & verification source.

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.