



# VOLKSWAGEN DEALER COMMUNICATION - USA

## Recall Remedy Available – Compliance Recalls 01D7 & 01D8 / Vehicle Build Status

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

**Date:** October 28, 2019

**Issue:** Volkswagen has discovered that (i) certain vehicles with special internal manufacturing codes identifying the vehicles as vehicles built before the start of series production (“pre-series vehicles”) were sold without confirmation that they were built to Volkswagen’s series production standards and applicable regulatory requirements, and that documentation about their build status may be incomplete or could not be verified and (ii) documentation about possible modification(s) made to certain vehicles with special internal manufacturing codes identifying the vehicles as subject to internal use (“internal use vehicles”) during their internal use period may be incomplete or could not be verified.

The recalled vehicles differ from non-recalled vehicles in that they may contain non-standard components and/or the actual build status of the recalled population was not properly documented by Volkswagen.

Due to the potential inclusion of non-standard components, missing documentation of the actual build status and unknown potential for modifications made during internal use, Volkswagen cannot specifically identify a safety risk.

- Remedy:**
- REMEDY AVAILABLE – October 29, 2019
  - Due to regulatory requirements, the 01D7 & 01D8 codes will show as ***Repair Needed*** in the vw.com and NHTSA online VIN lookup tools. Please note that there is no repair; the recall remedy is vehicle repurchase only.
  - Only one code – either 01D7 ***or*** 01D8 will be applicable to an affected vehicle
  - See ELSA/ServiceNet for campaign circular & instructions
  - Check both the daily Campaign Open Inventory report and OMD for affected vehicles in inventory. Verify OPEN status in ELSA on the day of remedy.

**Affected Vehicles**

Recall Code 01D7				
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2017	2017	PASSAT	9
Recall Code 01D8				
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2008	2013	BEETLE	20
USA	2008	2013	BEETLE CONVERTIBLE	19
USA	2013	2013	GOLF	1

*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.*

USA	2015	2015	GOLF SPORTWAGEN	1
USA	2007	2019	JETTA	45
USA	2013	2013	JETTA HYBRID	4
USA	2008	2009	JETTA SPORTWAGEN	10
USA	2018	2018	TIGUAN	3

*\*Counts reflect overall recall population; some vehicles may have already been repurchased. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for remedy under this action. Elsa is the only valid campaign inquiry & verification source.*

**Notes:** Owner mailing – November 2019

**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-**