



Compliance Recall Code: 01D7

REVISION

Subject Vehicle Build Status

Release Date January 8, 2020

Revision Summary All vehicles in recall codes 01D7 and 01D8 are now under recall code 01D7. All other information provided to you previously remains the same. Customers notified under code 01D8 will be re-notified under recall code 01D7 in January 2020. Updated customer letters are included in this circular.

Affected Vehicles

Recall Code 01D7				
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
USA	2015	2015	GOLF SPORTWAGEN	1
USA	2007	2019	JETTA	45
USA	2013	2013	JETTA HYBRID	4
USA	2008	2009	JETTA SPORTWAGEN	10
USA	2017	2017	PASSAT	9
USA	2018	2018	TIGUAN	3
CAN	2007	2007	JETTA	1
CAN	2008	2008	JETTA SPORTWAGEN	3

*Counts reflect overall recall population; some vehicles may have already been remedied under this action. 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.

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.

- ✓ Campaign status must show "open."
- ✓ 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.

Problem Description
USA

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 repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2020 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Problem Description
CANADA

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. However, if a vehicle does not meet all regulatory requirements, there could be an increased risk of a crash, fire, or injury.

Volkswagen has discovered that 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.

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. However, if a vehicle does not meet all regulatory requirements, there could be an increased risk of a crash, fire, or injury.

Recall Information

Code Visibility	In December, 2019, the recall code 01D7 was applied to all affected vehicles.
Recall Remedy	<p>Vehicle repurchase (buy back) program.</p> <p>Volkswagen CARE/Customer Relations teams will work directly with affected owners to complete the vehicle repurchase process as quickly as possible, FREE of charge.</p> <p>Dealers will not enter claims under this recall code.</p> <p>The original owner notification took place in November 2019.</p> <p>An updated owner notification will take place in January 2020. Owner letter examples are included in this bulletin for your reference.</p>
Questions?	<p>Do not contact Warranty if you or your customers have questions. Instead, please direct all inquiries to the following:</p> <ul style="list-style-type: none"> • USA: Volkswagen Customer CARE at 800-893-5298 • Canada: Volkswagen Customer Relations at 800-822-8987

Additional Information

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel.

IMPORTANT REMINDER ON 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.

Customer Letter Example (USA) - COMPLIANCE RECALL 01D7

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 19V679

**Subject: Compliance Recall 01D7 - Vehicle Build Status
Certain 2007-2019 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 2007-2019 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.

Please note – The Volkswagen code assigned to this recall has changed.

- Our records also show that we previously notified you about this recall under VW Recall Code 01D8.
- We have changed the recall code for this action to **01D7**. All other information provided to you previously (and following in this letter) remains the same.
- Please contact Volkswagen Customer CARE at 800-893-5298 or reach out to us at www.vw.com/contact as soon as possible regarding this recall.

What is the 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. However, 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.

The recall remedy available to you is vehicle repurchase (buy back). Volkswagen will work directly with you to complete the vehicle repurchase process, FREE of charge.

Please contact Volkswagen Customer CARE at 800-893-5298 or reach out to us at www.vw.com/contact as soon as possible for more information and to begin the vehicle repurchase process.

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 repurchase (buy back) 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 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 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 and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection

Customer Letter Example (CANADA) – COMPLIANCE RECALL 01D7

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Transport Canada Recall: 2019-469

**Subject: Compliance Recall 01D7 - Vehicle Build Status
Certain 2007-2008 Model Year Volkswagen Vehicles**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

Please note – The Volkswagen code assigned to this recall has changed.

- Our records also show that we previously notified you about this recall under VW Recall Code 01D8.
- We have changed the recall code for this action to **01D7**. All other information provided to you previously (and following in this letter) remains the same.
- Please contact Volkswagen Customer Relations at 1-800-822-8987 or via our “Contact Us” page at www.vw.ca as soon as possible regarding this recall.

What is the issue?

Volkswagen has discovered that 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.

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. However, 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.

The recall remedy available to you is vehicle repurchase (buy back). Volkswagen will work directly with you to complete the vehicle repurchase process, FREE of charge.

Please contact Volkswagen Customer Relations at 1-800-822-8987 or via our “Contact Us” page at www.vw.ca as soon as possible for more information and to begin the vehicle repurchase process.

Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, 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 repurchase (buy back) 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.

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

Sincerely,

Volkswagen Customer Protection