



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall 44Q5 / Continental Tires

This notice is for:

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|--------------------|----------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager | ✓ Warranty Administrator |
| ✓ General Manager | ✓ Parts Manager | ✓ Technicians |
| ✓ Sales Managers | ✓ Service Consultant | |

Date: November 17, 2020

Issue: The potentially affected tires may experience a carcass break in the sidewall with sudden air loss, or could develop a belt edge separation that could lead to a partial or full tread/belt loss. Sudden loss of tire air pressure without warning may cause loss of vehicle control, increasing the risk of a crash.

- Repair:**
- REPAIR AVAILABLE – November 18, 2020 / Inspect and, if necessary, replace affected tire(s).
 - When scheduling this repair, dealers must advise customers to bring all tire sets associated with the vehicle (For example, if snow tires were installed, customers should bring the other tire set as well).
 - See ELSA/ServiceNet for complete repair & claiming 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 repair.
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department: If tire(s) require replacement, tire ordering, returning defective tires and reimbursement of mounting and balancing the tire(s) will be handled through the dealer's tire vendor.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	ATLAS	496
USA	2020	2021	ATLAS CROSS SPORT	264
CAN	2021	2021	ATLAS	13
CAN	2020	2021	ATLAS CROSS SPORT	3

**Counts reflect overall 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.*

- Notes:**
- Schedule owner repairs immediately
 - Owner mailing – November/December 2020

U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.

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.

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-