



VOLKSWAGEN DEALER COMMUNICATION - STOP DRIVE

Repair Available – Safety Recall 40Q6 / Steering Knuckle(s) STOP-DRIVE

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

Date: November 16, 2020

Issue: The steering knuckle(s) in affected vehicles may have been damaged during production. If a damaged steering knuckle is present in the vehicle, the steering may fail without warning, increasing the risk of a crash. **Due to the safety risk, Volkswagen has issued a STOP DRIVE ADVISORY.**

- Repair:**
- REPAIR AVAILABLE – November 17, 2020 / Inspect and, if necessary, replace the steering knuckle(s).
 - 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: Due to the small number of affected vehicles there will be no parts allocation. Due to the limited parts supply at the launch of this campaign, **parts must be prioritized for customer owned vehicles**. Repairs done to inventory vehicles using parts meant for customer owned cars could be subject to claim cancellation.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	ATLAS	440
USA	2020	2021	ATLAS CROSS SPORT	337
CAN	2021	2021	ATLAS	29
CAN	2020	2021	ATLAS CROSS SPORT	48

**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 notification via telephone and owner mailing – November 2020
 - Owners are being advised: **DO NOT DRIVE YOUR VEHICLE**. Contact VW Roadside Assistance immediately at 1-800-411-6688 to have your vehicle towed for FREE to your nearest Volkswagen dealer for a FREE inspection & repair. Your Volkswagen dealer will provide you with a loaner vehicle for FREE if needed.

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-