



Compliance Recall - USA

Code: 01E9

Subject

Vehicle Build Status

Release Date

October 01, 2020

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2018	2018	ATLAS	6
USA	2017	2017	E-GOLF	2
USA	2018	2018	GOLF	1
USA	2017	2017	GOLF ALLTRACK	2
USA	2016	2018	PASSAT	12

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

Volkswagen has determined that certain internal use 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. It is also possible that modification(s) were made to these vehicles during their internal use period for which documentation may be incomplete or could not be verified. Volkswagen is not aware of any accidents or injuries as a result of this issue.

Recall Information

Code Visibility	On October 01, 2020, the recall code 01E9 will be applied to all affected vehicles.
Recall Remedy & Owner Notification	<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>Owner notification will take place in October 2020. An owner letter example is included in this bulletin for your reference.</p>
Questions?	Do not contact Warranty if you or your customers have questions. Instead, please direct all inquiries to Volkswagen Customer CARE at 800-893-5298.

Additional Information

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

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.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete.

Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vwhub.com.

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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

NHTSA: 20V561

Subject: Compliance Recall 01E9 – Vehicle Build Status

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 2016-2018 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.

What is the issue?

Volkswagen has determined that certain internal use 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. It is also possible that modification(s) were made to these vehicles during their internal use period for which documentation may be incomplete or could not be verified.

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