



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Compliance Recall 44R2 / Tire Pressure Monitoring System (TPMS) Wheel Sensors

This notice is for:

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

Date: May 24, 2021

Issue: It is possible that incorrectly calibrated Tire Pressure Monitoring System (TPMS) sensors were installed on affected vehicles. If incorrectly calibrated TPMS sensors are present, the TPMS system may not be able to detect the position of each wheel sensor after a tire rotation (i.e.: wheels/tires moved from rear to front) and may misidentify a tire with low air pressure, increasing the risk of a crash. This issue can also make the TPMS non-compliant with FMVSS 138, Tire Pressure Monitoring System.

Precautions: If a loss of tire pressure occurs, it is possible that the TPMS system will not correctly identify the position of that tire. However, in a situation where a tire pressure loss is detected, the driver will still be alerted to the condition by a telltale in the instrument cluster. According to the information in the owner's manual, if the tire pressure warning telltale illuminates, all tire pressures should be checked.

- Repair:**
- REPAIR AVAILABLE – May 25, 2021 / Install TPMS repair kit containing new TPMS sensors.
 - 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: There will be no parts allocation. Please reference the Repair Projection Tool in the campaign circular to view your potential VIN population.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	ARTEON	149

**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 – May 2021

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.

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-