



# VOLKSWAGEN DEALER COMMUNICATION - USA

## Remedy Available – Compliance Recall 01F1 / Vehicle Build Status

**This notice is for:**

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

**Date:** May 17, 2021

**Issue:** Volkswagen has determined that certain internal use vehicles were sold without documented confirmation that they were built to Volkswagen’s production standards, and/or the vehicles had possible modification(s) made 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. 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.

- Repair:**
- REMEDY AVAILABLE – May 18, 2021 / Vehicle repurchase (buy back) program
  - See ELSA/ServiceNet for complete 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 remedy.

**Parts Department:** No parts required – vehicle repurchase (buy back) program only.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2018	2018	ATLAS	7
USA	2017	2017	CC	1
USA	2017	2017	E-GOLF	2
USA	2017	2017	GOLF	8
USA	2018	2019	GOLF R	2
USA	2016	2017	PASSAT	15
USA	2017	2017	TIGUAN	8
USA	2017	2017	TOUAREG	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:**
- 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.

**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,

*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.*

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-**