



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Compliance Recall 94o6 / Headlamp Caps - Horizontal Aim

This notice is for:

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

Date: June 07, 2021

Issue: The headlights in vehicles affected by this recall did not have the required cap installed over the horizontal aim adjuster during vehicle production. This makes the headlights non-compliant with Federal Motor Vehicle Safety Standard (FMVSS) No. 108, Lamps, Reflective Devices, and Associated Equipment. Incorrectly adjusted headlights may result in reduced visibility for the driver and other motorists, which could increase the risk of a crash.

- Repair:**
- REPAIR AVAILABLE – June 08, 2021 / Remove the cap from the vertical aim adjuster on each headlight and install it on the horizontal aim adjuster.
 - 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: No parts needed; the repair is to reuse the existing caps already installed on the headlights.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	ID.4	3,231

**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 - June 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, 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-

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.