



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall 97FR / Engine Compartment Fuse Box Relays

This notice is for:

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

Date: August 12, 2021

Issue: Relays in the engine compartment fuse box may have been pre-damaged. Damage to the relay may cause a reduced clearance between the electrical contacts of the relay potentially causing inadvertent electrical contact within the relay and unintended operation of the vehicle components, in this case the vehicle horn and/or the engine starter. A starter and/or horn which activates by itself, and is not detected by the customer, may present a risk of fire due to overheating during extended operation.

Precautions: If this condition is present in the vehicle, the horn may activate by itself and may sound continuously.

- Repair:**
- REPAIR AVAILABLE – August 13, 2021 / Inspect the relays in the engine compartment fuse panel. If the suspect date code is found, replace the relay.
 - 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: Do not order parts unless they are absolutely needed. See the campaign circular for complete details.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	ATLAS	9
USA	2021	2021	ATLAS CROSS SPORT	24
CAN	2021	2021	ATLAS	12
CAN	2021	2021	ATLAS CROSS SPORT	2

**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 – August 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.

Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.

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-