



# VOLKSWAGEN DEALER COMMUNICATION

## Repair Available – Safety Recall 97GF / Front Door Wiring Harness

**This notice is for:**

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

**Date:** June 21, 2022

**Issue:** In the event of a side crash, when the side airbag deployment may be necessary, the side airbag may deploy later than designed, which can lead to an increased risk of injury to vehicle occupants. This issue may be caused by excessive micromovement, leading to fretting corrosion of the door wiring harness terminal contacts.

**Precautions:** If the recall condition is present in the vehicle, the airbag warning light will illuminate if a malfunction is detected. Other symptoms of a sporadic interruption of the affected electrical connection can be: inadvertently rolling down windows, inadvertent park brake engagement at low speeds (below approximately 3km/h or 1.8 mph), warning regarding faulty door sensor. Customers experiencing any of these conditions are advised to contact an authorized Volkswagen dealer to have their vehicle diagnosed/repared without delay.

- Repair:**
- REPAIR AVAILABLE – June 22, 2022
  - To identify and correct this defect, authorized Volkswagen dealers will check both front doors to determine if diagnostic trouble (fault) code(s) specific to the affected wiring harness are present. If the fault code(s) are present for a front door, the affected wiring harness will be replaced in that door. Harnesses will be modified with a zip tie to secure them, and a stabilizing compound will be applied to the terminal ends of the affected wiring harness connectors. If fault codes are not found, the existing wiring harness will be modified with a zip tie to secure it and a stabilizing compound will be applied to the terminal ends of the affected wiring harness connector(s).
  - 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:** Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, 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	2019	2023	ATLAS	146,619
USA	2020	2023	ATLAS CROSS SPORT	76,273
CAN	2019	2022	ATLAS	14,973
CAN	2020	2022	ATLAS CROSS SPORT	8,219

*\*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.*

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.

**Notes:**

- Schedule owner repairs immediately
- Owner mailing – June 2022

**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.

**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-**