



VOLKSWAGEN DEALER COMMUNICATION

Remedy Available – Safety Recall 10H5 / Engine Design Cover

- This notice is for:**
- ✓ Dealer Principal
 - ✓ General Manager
 - ✓ Sales Managers
- ✓ Service Manager
 - ✓ Parts Manager
 - ✓ Service Consultant
- ✓ Warranty Administrator
 - ✓ Technicians

Date: March 21, 2022

Issue: In specific driving maneuvers with extreme high accelerating forces, the engine design cover may come loose. A loose engine design cover may come in contact with hot surfaces in the engine compartment. This may lead to melting of the cover material. Melted material that may come in contact with extremely hot surfaces (such as the exhaust turbo charger) could lead to a fire in the engine compartment.

Precautions If the cover has come loose, owners may notice a burning smell coming from the engine compartment or when opening the hood, or may recognize that the engine design cover has moved out of its position. Customers experiencing this issue should remove the cover themselves if it is safe to do so (engine compartment can be hot), or make an appointment right away with an authorized Volkswagen dealer to have the cover removed. A removed engine design cover should be brought to the dealer for proper disposal.

- Repair:**
- REPAIR AVAILABLE – March 22, 2022 – To address the safety defect, authorized Volkswagen dealers will remove the engine design cover from the vehicle.
 - At a future date, once updated engine design covers become available, Volkswagen will notify owners under a separate Service Action campaign and provide a replacement cover free of charge.
 - See ELSA/ServiceNet for complete remedy & 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.
 - Remedy every affected inventory vehicle before delivery to consumers.

Parts Department: No parts needed.

Affected Vehicles	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
	USA	2022	2022	GOLF GTI	3,404
	USA	2022	2022	GOLF R	865
	CAN	2022	2022	GOLF GTI	540
	CAN	2022	2022	GOLF R	508

**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 appointments immediately
 - Owner mailing – April 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

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.

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-