



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall 42M2 / Driver Side (Left Side) Rear Trailing Arm Bolts

This notice is for:

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

Date: November 14, 2022

Issue: The proper tightening procedure at the supplier may not have been performed on the bolts on the driver side (left side) rear trailing arm. The bolts may loosen over time and fall out, or the trailing arm may fracture due to overload around the remaining bolt(s). This could cause excessive movement of the driver side (left side) rear wheel bearing carrier, which can lead to a change in vehicle handling characteristics. If this were to occur there could be a sudden loss of vehicle control. This may increase the risk of a crash.

Precautions: If the affected bolts loosen, the customer may notice an unusual (knocking) noise from the rear suspension and possibly a change in the vehicle handling. Should this occur, owners are advised to contact an authorized Volkswagen dealer without delay to have the vehicle inspected/repared.

- Repair:**
- REPAIR AVAILABLE – November 15, 2022 / Replace the driver side (left side) rear trailing arm bolts.
 - 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: Parts will be managed by Free Order. There will be no parts allocation. Please reference the Repair Projection Tool to view your potential VIN population.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2022	ATLAS	21
USA	2022	2023	ATLAS CROSS SPORT	12
CAN	2022	2023	ATLAS	8
CAN	2022	2022	ATLAS CROSS SPORT	4

**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 – November 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

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.

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-