



VOLKSWAGEN DEALER COMMUNICATION

Revised Circular Available – Safety Recall 57J5 / Door Handles

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 24, 2023

Revision Summary:

- The 57J5 campaign circular has been updated to address vehicles built with door handles that may not have a pressure equalization port, and will not have a recessed area for the membrane. These door handles will not be replaced during the 57J5 repair; they will instead be replaced during the upcoming Safety Recall 57J8 repair. A communication about the upcoming Safety recall 57J8 will be sent shortly.
- The parts table has been corrected.
- Additional customer letter examples have been added

Notes:

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.