



VOLKSWAGEN DEALER COMMUNICATION

Advance Notice – Safety Recall 471F / Brake Master Cylinder

This notice is for: All Dealer Personnel

Date: October 01, 2024

Issue: An incorrect secondary piston spring retainer may have been installed in the brake master cylinder. The incorrect part is shorter than the specified part and can cause the piston to not return to its proper resting position, potentially blocking the brake fluid port. This can lead to reduced brake performance, increasing the risk of a crash.

Precautions If the recall condition occurs, the driver may experience a soft, spongy brake pedal, brake smell, or reduced brake performance. This condition may or may not be accompanied by an illuminated brake warning light. Owners with vehicle concerns are advised to contact an authorized Volkswagen dealer without delay to have the vehicle concern diagnosed.

- Repair:**
- Recall remedy - REPAIR NOT YET AVAILABLE
 - Until the recall remedy becomes available, dealers should diagnose customer vehicle concerns and perform repairs, if needed, following existing repair procedures. This work cannot be billed/claimed against the recall.
 - Dealers and owners will be notified in writing once the remedy is available.
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2024	2024	ATLAS CROSS SPORT	555
USA	2024	2024	ATLAS	912
CAN	2024	2024	ATLAS CROSS SPORT	69
CAN	2024	2024	ATLAS	102

**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:

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.