



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall 471F / Brake Master Cylinder

This notice is for: All Dealer Personnel

Date: October 14, 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:

- REPAIR AVAILABLE – October 15, 2024 / Replace brake master cylinder
- See ELSA and Service References in Elsa2Go 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 your dealer's Estimated Remaining Repairs by campaign to view your potential VIN population.

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:

- Schedule owner repairs immediately
- Owner mailing – October 2024
- Loaner/rental coverage – see campaign circular

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 dealer 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.