



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Service Action 46H8 / Front Brake Pad Noise – USA ONLY

This notice is for:

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

Date: January 22, 2019

Issue: Affected vehicles received incorrect front brake pads. While this issue does not impact braking performance, in some cases it can result in front brake pad noise during braking. There are fifteen (15) 2018 MY Volkswagen Tiguan vehicles in the United States affected by this issue.

Repair:

- REPAIR AVAILABLE – January 23, 2019
- Repair instructions available in ELSA/ServiceNet
- Replace front brake pads
- Check daily campaign open inventory report or OMD for affected vehicles in inventory
- Repair every affected inventory vehicle before delivery to consumers.
- Campaign expiration date: December 31, 2021

Parts Department: There are fifteen (15) vehicles in the United States affected by this issue. Due to the very low number of affected vehicles, there will be no parts allocation. If parts are needed to support a vehicle repair, please contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com) or chat /text with the VIN to order.

Notes:

- Vehicles: Certain 2018 MY Volkswagen Tiguan
- Schedule owner repairs immediately
- Owner mailing – January 2019
- Campaign expiration date: **December 31, 2021**

-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.