



VOLKSWAGEN DEALER COMMUNICATION – USA ONLY

System Alignment - Open Recall/Campaign Verification – ElsaPro & Elsa2Go

This notice is for:	✓ Dealer Principal ✓ General Manager ✓ Sales Managers	✓ Service Manager ✓ Parts Manager ✓ Service Consultant	✓ Warranty Administrator ✓ Technicians
Date:	April 30, 2021		
Checking for Open Recalls/Campaigns	Elsa2Go campaign information is now 100% aligned with ElsaPro. This update to Elsa2Go ensures that both systems are displaying the same campaign information, including OPEN/CLOSED status, repair date as well as criterions at the same time without any discrepancy.		

-END OF MESSAGE-

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.

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.