



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Service Action 96H6 / Owner Manual Information - Lane Change System (Side Assist)

- This notice is for:**
- ✓ Dealer Principal
 - ✓ General Manager
 - ✓ Sales Managers
- ✓ Service Manager
 - ✓ Parts Manager
 - ✓ Service Consultant
- ✓ Warranty Administrator
 - ✓ Technicians

Date: May 03, 2021

Issue: In addition to the "Blind Spot" assistance system, the functions of the "Lane Change System (Side Assist)" assistance system were installed on the control unit in a limited number of Atlas vehicles. As a result, the customer has received an assistance system with more features than originally ordered. The "Lane Change System (Side Assist)" function is not described in detail in the owner's manual.

- Repair:**
- REPAIR AVAILABLE – May 04, 2021 / Volkswagen will mail owners an owner's manual supplement that contains the "Lane Assist" information. Dealers with affected vehicles in inventory are asked to follow the work instructions in this circular to ensure that this supplement is included with the glove box literature/owner manual of each affected inventory vehicle.
 - See ELSA/ServiceNet 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: See campaign circular for owner manual inserts.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	ATLAS	2,266
CAN	2021	2021	ATLAS	133

**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 – May 2021

U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.

-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.