

Upcoming Safety Recall URGENT - Advanced Tool Ordering Requirement

This notice is for:

- Dealer Principal
 Sales Manager
- ✓ Service Manager
- ✓ Parts Manager
- ✓ Warranty Administrator
- ✓ Technicians

In an effort to prepare dealerships for an upcoming recall, this notice is to inform you of a campaign-specific tool.

NOTE: Distribution and support for this tool will NOT be managed by the Volkswagen Tools and Equipment program. Please do not contact the Volkswagen Service Tools and Equipment Program regarding support for this tool.

Date

August 16, 2021

Anticipated Campaign Launch

August 2021

Required Campaign Specific Tool

EXAMPLES:



Dealers must **immediately** obtain a force gauge or scale to support an upcoming Safety Recall that will be announced and launched in August 2021.

Locally source the tool so it's at your dealership on or before August 23rd, 2021.

- Digital Force Gauge or a digital hanging scale (luggage scale, for example) equipped with a hook.
 - TIP: Use internet shopping keyword search "force gauge" or "hanging scale"
- Min force (weight) readout requirement = 300 Newtons (67.4 lbs/30.6 kg)
- A force gauge with an audible tone when the set force is reached is the preferred tool.

The cost of one gauge/scale, up to \$120.00, can be claimed when the campaign is released.

<END OF MESSAGE>

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2021 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.