



VOLKSWAGEN DEALER COMMUNICATION

REVISED INFORMATION – Safety Recall Code 42J3 / Rear Axle Coil Springs

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

Date: January 24, 2019

Campaign Parts Update: Parts will be allocated during the week of February 4, 2019 and sufficient inventory will then be available in the network. Please schedule vehicle repairs accordingly.

Recall Code 42J3

USA

Certain 2018 - 2019 MY Atlas (4,161 vehicles)

CANADA

Certain 2018 MY Atlas (487 vehicles)

Issue: The rear axle coil springs in affected vehicles may not have met factory specifications due to a defect in materials or because of problems in the spring production process. These issues can impact the long-term durability of the rear axle coil springs. Affected coil springs can break. A broken coil spring can damage a rear tire, become a hazard on the roadway and lead to a loss of vehicle control without warning, putting people at risk and possibly causing damage to other vehicles on the road.

Repair:

- REPAIR AVAILABLE
- Replace the rear axle coil springs in affected vehicles.
- Check daily campaign open inventory report or OMD for affected vehicles in inventory

Notes:

- Owner mailing – February 2019
- **USA Only:** Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the mobility program. Please refer to section 3.30 in the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

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 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.