



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Compliance Recall 90L8 / Brake System Software – Instrument Cluster Warning Noncompliance

This notice is for:

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

Date: March 06, 2019

Issue: When the ESP or ABS control unit detects a failure in the brake system regarding the brake force distribution EBV, no visual warning is displayed in the instrument cluster. Because the driver will not see a warning in the instrument cluster when the malfunction occurs, there is a risk of losing control of the car during emergency braking. This may lead to a crash without warning.

- Repair:**
- REPAIR AVAILABLE – March 07, 2019
 - Repair instructions available in ELSA/ServiceNet:
 - Criteria 01 vehicles:** Update instrument cluster software.
 - Criteria 02 vehicles:** Replace instrument cluster (USA: 12 vehicles / Canada: 3 (three) vehicles)
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department:

Criteria 01 vehicles: Software update only; no parts required.

Criteria 02 vehicles: Replace instrument cluster. Due to the small number of affected vehicles, parts will not be allocated prior to launch. If you need parts to support this recall 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 2019 MY Volkswagen Beetle & Beetle Convertible
- Schedule owner repairs immediately
- Owner mailing – March 2019

U.S.A.: 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.

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

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.