



## VOLKSWAGEN DEALER COMMUNICATION

### Repair Available – Compliance Recall 01D2 / Tire Information Label

**This notice is for:**

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

**Date:** April 09, 2019

**Issue:** The tire information label on affected vehicles contains incorrect tire dimensions and inflation pressures. This is noncompliant with FMVSS (USA) and CMVSS (Canada) 110 *Tire Selection and Rims*. Relying on incorrect specifications can lead to erroneous inflation pressure adjustment, or to installing the wrong tire size on the vehicle. Either of these situations can increase the risk of a vehicle crash.

**Repair:**

- REPAIR AVAILABLE – April 10, 2019 - Install new tire information label
- Repair instructions available in ELSA/ServiceNet
- 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:** A supply of labels was sent to dealers with affected inventory prior to launch. Additional labels can be ordered through the Compliance Label Ordering Portal. Please have the VIN(s) you are ordering for available when you place your order.

**Notes:**

- Vehicles: Certain 2019 MY Volkswagen Tiguan (USA: 8 / Canada: 66)
- Schedule owner repairs immediately
- Owner mailing – April 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.