



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Compliance Recall 94L9 / Headlight Adjusting Screw Caps

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

Date: June 10, 2019

Issue: The headlights are not permitted to have a horizontal adjustment for vehicles certified according to regulatory requirements. The horizontal adjuster is blocked from further adjustment by means of a cap (after the initial adjustment is performed in the production process). Some vehicles did not have the required cap installed. Incorrectly adjusted headlights may result in reduced visibility (for the driver and other motorists) which could increase the risk of a crash.

- Repair:**
- REPAIR AVAILABLE – June 11, 2019 – Inspect and, if necessary install missing headlight adjusting screw caps
 - 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:

Parts Control Type: Upper Order Limit	Parts will be managed with a weekly Upper Order Limit. Please see Parts On Command (POC) for your Upper Order Limit quantity.
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Initial Allocation: YES	Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, please reference the Repair Projection Tool to view your potential VIN population.
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Affected Vehicles

Country	Model Year	Vehicle Carline	Vehicle Count
USA	2018-2019	ATLAS	116,055
USA	2020	PASSAT (PA2)	15
USA	2016-2019	PASSAT (GP)	122,222
USA	2012-2015	PASSAT	423,893
CAN	2018-2019	ATLAS	16,988
CAN	2016-2018	PASSAT (GP)	5,894
CAN	2012	PASSAT	29,105

**Counts reflect overall recall 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

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.

- Owner mailing – July 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-