



# VOLKSWAGEN DEALER COMMUNICATION

## Recall Status Update – Compliance Recall 37M2 / Shift Lever Micro Switch

<b>This notice is for:</b>	✓ Dealer Principal ✓ General Manager ✓ Sales Managers	✓ Service Manager ✓ Parts Manager ✓ Service Consultant	✓ Warranty Administrator ✓ Technicians
<b>Date:</b>	November 08, 2019		
<b>Recall Status</b>	The 37M2 Compliance Recall repair will be released on <u>November 19, 2019</u> . Under this recall, dealers will install an additional switch and circuit board in the affected vehicles.		
<b>ACTION NEEDED! →</b>	<b><u>Service &amp; Parts Managers: This is very large recall with many vehicles involved.</u></b> <ul style="list-style-type: none"><li>• Proper planning is important to ensure that you do not over book your Service Department and exceed your parts allocation.</li><li>• Please read, understand, and act upon the information regarding parts allocations shared below.</li><li>• Ensure that your personnel understand that these parts are allocated.</li><li>• Set your service appointment schedule caps accordingly to avoid overwhelming the parts supply and ultimately disappointing your customers.</li></ul>		
<b>Parts Status</b>	<b><u>Initial Parts Distribution: Allocation</u></b> On November 14, 2019, a substantial initial allocation will be sent to dealers. <b><u>Parts Control Type: Allocation</u></b> Parts allocation will occur once per week with delivery scheduled for Thursdays. Please review your Upper Order Limit (UOL) value in Parts On Command to understand your weekly allocation quantity. <b><i>Parts Managers: As stated above, please share this information with your Service Managers and work together to ensure proper appointment and parts control.</i></b>		
<b>Notes</b>	<b>IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b> <b><u>New Vehicles in Dealer Inventory:</u> 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.</b> <b><u>Pre-Owned Vehicles in Dealer Inventory:</u> 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.</b>		

-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.