



# VOLKSWAGEN DEALER COMMUNICATION - USA

## Repair Available – Compliance Recall 94N7 / Driver Headlight Aim

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

**Date:** September 02, 2020

**Issue:** The driver side headlight may have been aimed too low during vehicle production. This makes the headlight noncompliant with FMVSS 108, *Lamps, Reflective Devices, and Associated Equipment*. A headlight that is incorrectly aimed can reduce driver visibility, increasing the risk of a crash.

- Repair:**
- REPAIR AVAILABLE – September 03, 2020 / Adjust the driver side headlight aim to meet regulatory requirements.
  - 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:** No parts needed.

**Affected Vehicles**

| Country | Beginning Model Year | Ending Model Year | Vehicle           | Vehicle Count |
|---------|----------------------|-------------------|-------------------|---------------|
| USA     | 2021                 | 2021              | ATLAS             | 5             |
| USA     | 2020                 | 2020              | ATLAS CROSS SPORT | 6             |

*\*Counts reflect overall 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
  - Owner mailing – September 2020

**U.S.A.:** Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to 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.*