



# Safety Recall

## Code: 44Q5

**Subject** Continental Tires

**Release Date** November 18, 2020

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	ATLAS	496
USA	2020	2021	ATLAS CROSS SPORT	264
CAN	2021	2021	ATLAS	13
CAN	2020	2021	ATLAS CROSS SPORT	3

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.

- ✓ Campaign status must show "open."
- ✓ If ELSA shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.

**Problem Description**

The potentially affected tires may experience a carcass break in the sidewall with sudden air loss, or could develop a belt edge separation that could lead to a partial or full tread/belt loss. Sudden loss of tire air pressure without warning may cause loss of vehicle control, increasing the risk of a crash.

**Corrective Action**

Inspect and, if necessary, replace affected tire(s).

When scheduling this repair, dealers must advise customers to bring all tire sets associated with the vehicle (For example, if snow tires were installed, customers should bring the other tire set as well).

**Code Visibility**

On November 16, 2020 the campaign code was applied to affected vehicles.

**Owner Notification**

Owner notification will take place in December 2020. Owner letter examples are included in this bulletin for your reference.

**Additional Information**

**Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.**

**IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALL:**

**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.**

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. *Labels can be ordered at no cost via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com).*

## Parts Information

### NOTE

If tire(s) require replacement, tire ordering will be handled through the dealer's tire vendor, distributor or Representative of the Tire Manufacturer.

## Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the ELSA screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

<b>Service Number</b>	44Q5		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	WWO		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark labor as causal		
<b>Vehicle Wash/Loaner</b>	<p>Do not claim wash/loaner under this action</p> <p><b>U.S.A.:</b> 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.</p> <p><b>Canada:</b> Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.</p>		
<b>Criteria I.D.</b>	01		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0183 00 99	20	Inspect all four tires, no tires require replacement
<b>-OR-</b>			
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4440 50 99	20	Inspect all four tires, one or more tires require replacement
	<b><u>DO NOT ENTER TIRES ON CLAIM:</u></b>		
	<i>If a tire requires replacement, the reimbursement of the tire, mounting, balancing and handling will be handled by the dealer's tire vendor, distributor or Representative of the Tire Manufacturer.</i>		

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2020 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**NHTSA:** 20V702

**Subject: Safety Recall 44Q5 –Continental Tires**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2020-2021 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Affected tires may experience a carcass break in the sidewall with sudden air loss, or could develop a belt edge separation that could lead to a partial or full tread/belt loss. Sudden loss of tire air pressure without warning may cause loss of vehicle control, increasing the risk of a crash.

**What will we do?** To correct this defect, your authorized Volkswagen dealer will inspect and, if necessary, replace the affected tire(s). The inspection will take about a half an hour. If tire(s) replacement is needed, it can take up to two hours. This work will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

**What should you do?** Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. To set up an appointment online, please visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer).

**IMPORTANT! Please bring all sets of tires associated with your vehicle to your recall appointment. For example, if you currently have snow tires installed, please bring the tires that were removed with you.**

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Can we assist you further?** If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at [www.vw.com/contact](http://www.vw.com/contact) or by calling us at 800-893-5298.

**Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit [www.vw.com/owners/recalls](http://www.vw.com/owners/recalls) and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2020 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

## Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Transport Canada Recall:** 2020-546

**Subject: Safety Recall 44Q5 –Continental Tires**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Affected tires may experience a carcass break in the sidewall with sudden air loss, or could develop a belt edge separation that could lead to a partial or full tread/belt loss. Sudden loss of tire air pressure without warning may cause loss of vehicle control, increasing the risk of a crash.

**What will we do?** To correct this defect, your authorized Volkswagen dealer will inspect and, if necessary, replace the affected tire(s). The inspection will take about a half an hour. If tire(s) replacement is needed, it can take up to two hours. This work will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

**What should you do?** Please contact your authorized Volkswagen dealer without delay to schedule this recall repair.

**IMPORTANT! Please bring all sets of tires associated with your vehicle to your recall appointment. For example, if you currently have snow tires installed, please bring the tires that were removed with you.**

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

**Can we assist you further?** If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at [www.vw.ca](http://www.vw.ca).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

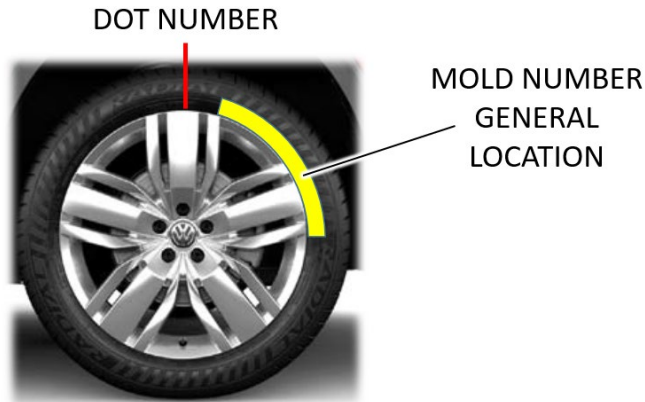
Volkswagen Customer Protection

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## Repair Overview

### NOTE

If tire(s) require replacement, tire ordering, returning defective tires and reimbursement of mounting and balancing the tire(s) will be handled through the dealer's tire vendor, distributor or Representative of the Tire Manufacturer.



- Inspect DOT number and mold number on all four tires and replace affected tires if necessary.

### NOTE



- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

## Repair Instruction


### Section A - Check for Previous Repair

#### TIP

If Campaign Completion label is present, no further work is required.

Applicable criteria ID(s)	Campaign/Action Status
01 	Open 

**EXAMPLE**

Campaign/Action	Start	Designation
	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

**EXAMPLE**

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

#### TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

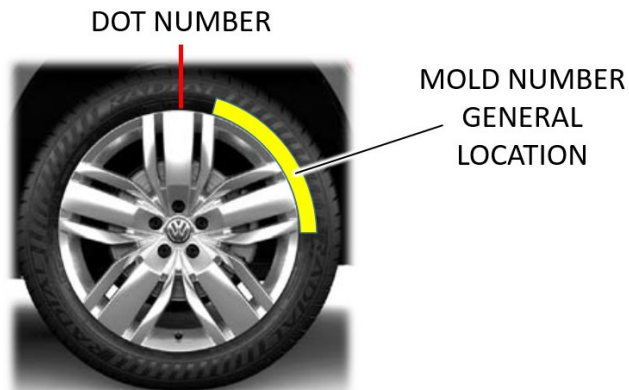
#### **CRITICAL REPAIR STEP**



If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

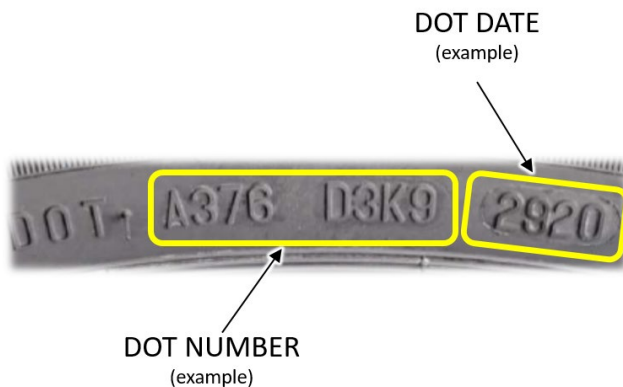
## Section B – Tire Inspection



- All four tires must be inspected and all tire sets associated with the vehicle must be inspected (For example, if snow tires were installed, customers should bring the other tire set as well).
- The DOT number and mold number should be visible on the outside facing sidewall. If not, the vehicle may need to be lifted on the hoist.
- With the DOT number in the 12:00 position, the mold number can be found in the highlighted area as shown, near the tire bead.

### NOTE

Affected tires on Volkswagen models under this action are 255/50R20 105T Continental Cross Contact LX Sport.



- If the DOT number, DOT date and mold number match the following, the tire must be replaced.
  - DOT number – 1A303 HD27
  - DOT date – 1020
  - Mold number – 416221
- If all four tires are not affected:
  - Proceed to Section D.
- If any tire is affected:
  - The tire must be replaced.
  - Proceed to Section C.

### NOTE

Tires have a unique mold number located on both sidewalls of the tire.

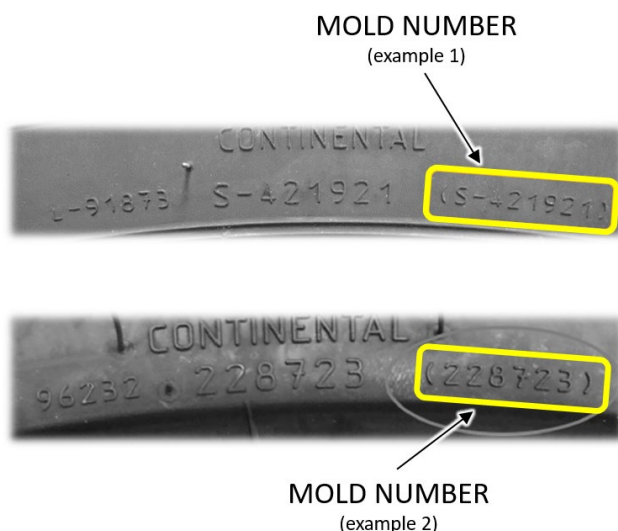
#### **Mold number example 1:**

In example 1, the mold number is preceded by an "S-" (S- 421921).

#### **Mold number example 2:**

Some molds do not have the "S-" and these mold numbers would be as shown in the example 2 picture, (228723). In both cases, use the mold number on the right in the parentheses.

Anyone needing assistance in finding the mold number, please contact CTA Customer Relations toll-free number 1-888-799-2168.





## Section C – Replacing Tires

- Replace and balance the tires in accordance to your dealerships tire changing equipment.
- Follow all necessary safety guidelines in accordance to your dealerships tire changing and wheel balancer equipment.
- Inflate tires according to the “Tire and Loading Information” label located on the B-pillar.
- Torque wheel bolts to 120 Nm.

**Proceed to Section D**

## Section D – Campaign Completion Label

### Install Campaign Completion Label

- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.

 **TIP**

Ensure Campaign Completion Label does not cover any existing label(s).

**Proceed to Section E**

## Section E – Tire Disabling and Return

- Federal regulations require all recall tires to be completely disabled within 24 hours of removal.
- On each recall tire, cut one or two beads completely through in two places 180 degrees apart; or make one or more 6” (minimum length) circumferential cut in one sidewall or shoulder completely through the carcass. This procedure should be performed at the mid-sidewall area away from the TIN number, and only after the tire is dismounted from the wheel/rim.
- Additional information can be found from the tire vendor.
- Return shipping labels and return directions will be provided by the tire vendor