



# VOLKSWAGEN DEALER COMMUNICATION

## Repair Available – Safety Recall 87H4 / A/C Water Drain Tube

**This notice is for:**

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

**Date:** January 27, 2022

**Issue:** The air conditioning system water drain tube could become blocked. If this happens, water can accumulate and leak inside the vehicle, and may contact the airbag control module. This can cause airbag system malfunctions, including unwarranted airbag deployment and may increase the risk for an injury or may lead to a crash without warning.

**Precautions** If this condition is present in the vehicle, the airbag warning light may illuminate if a malfunction is detected. Customers are advised to contact an authorized Volkswagen dealer if the light comes on and make arrangements to have the vehicle inspected/repaired.

- Repair:**
- REPAIR AVAILABLE – January 28, 2022 / Affected vehicles will be inspected and, if a blocked drain tube is found, repaired. The airbag control unit will be replaced for those vehicles where a blocked drain tube was found.
  - 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:** There will be no parts allocation. Please do not order parts unless they are absolutely needed! The expected need for the following parts is less than 0.1%. Ordering parts unnecessarily will cause delays.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	ATLAS	35,449
USA	2020	2021	ATLAS CROSS SPORT	18,980
CAN	2021	2021	ATLAS	2,685
CAN	2020	2021	ATLAS CROSS SPORT	1,299

*\*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 – January 2022

**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.

*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.*

**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-**