



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall 66N8 / Trailer Hitch Bolts

This notice is for:

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

Date: September 08, 2022

Issue: The trailer hitch bolts have may not have been sufficiently tightened. The bolts may begin to loosen which will lead to a rattling noise. If the problem persists, the loose bolt may fall out, or the remaining bolts may be over-stressed which could lead to separation of the trailer hitch during towing. This may increase the risk for a crash for the following traffic.

Precautions: Until this recall work has been completed, owners should not tow a trailer with their vehicle. If the condition is present in the vehicle, owners may notice a rattling noise from the rear of the vehicle. If this happens, owners are advised to contact an authorized Volkswagen dealer without delay to have the vehicle inspected/repared.

- Repair:**
- REPAIR AVAILABLE – September 09, 2022 / The trailer hitch bolts will be tightened an additional 90°.
 - 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	2022	2022	ATLAS	2,987
USA	2022	2022	ATLAS CROSS SPORT	197
CAN	2022	2022	ATLAS	347
CAN	2022	2022	ATLAS CROSS SPORT	9

**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 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-