



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall 19Q8 / Radiator and Coolant Hose

This notice is for:

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

Date: November 07, 2022

Issue: During vehicle production, the radiator may not have been affixed correctly to the intercooler. This can result in the radiator becoming loose and causing a coolant hose to contact the V-belt pulley. A coolant hose that contacts the V-belt pulley can become damaged, potentially resulting in a coolant leak. A large amount of coolant leaking onto the roadway may increase the risk of a crash for the following traffic. If the red warning light in the instrument cluster is ignored and the vehicle continues to be driven without coolant, the engine may overheat, potentially leading to a vehicle fire.

Precautions: If a low coolant level is detected, the driver will see a red warning light in the instrument cluster. Customers with vehicles experiencing this condition are advised to contact an authorized Volkswagen dealer without delay to have the vehicle inspected.

- Repair:**
- REPAIR AVAILABLE – November 08, 2022 / The affected vehicles will be inspected to see if the radiator is correctly affixed to the intercooler. If a loose connection is found, the coolant hose and the poly V-belt will be checked for damage. If damage is found, the damaged parts will be replaced.
 - 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 reference the Repair Projection Tool to view your potential VIN population.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2023	GOLF GTI	6,632
USA	2022	2023	GOLF R	1,406
CAN	2022	2022	GOLF GTI	1,693
CAN	2022	2022	GOLF R	784

**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 – November 2022

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.

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.

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-