



# VOLKSWAGEN DEALER COMMUNICATION

## URGENT STOP-DRIVE NOTICE/ RECALL REPAIR AVAILABLE

### Safety Recall 40N4 – Lower Ball Joint Nuts

**This notice is for:**

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

**Date:** May 24, 2018

**Stop-Drive Information**

- Volkswagen has issued an urgent stop-drive notice for vehicles affected by Safety Recall 40N4. Affected vehicles should NOT be driven until the recall repair has been completed.
- Owners are advised: **DO NOT DRIVE THE VEHICLE**; contact VW Roadside Assistance a 1-800-411-6688 to make arrangements for the vehicle to be towed to an authorized Volkswagen dealer for repair.
- Provide a **FREE** loaner vehicle for affected owners if necessary.
- Quarantine all affected vehicles in dealer inventory (including those being used by dealership personnel or as demonstrator vehicles) until they are repaired.

**Issue:**

The nut holding the lower ball joint of the front wheel in each side may be loose or improperly torqued. A loose or improperly torqued ball joint nut can result in dislocation of the lower ball joint. This may cause steering, traction or other stability issues relating to the front wheels and potentially result in a crash.

**Repair:**

- REPAIR AVAILABLE on May 25, 2018
- Replace the nut of the lower ball joint (ball joint to wheel bearing housing) on both sides of each affected vehicle.

**Parts Department**

Order parts as needed to support scheduled vehicle repairs. If additional parts are needed for critical cases, please contact the Parts Specialists via phone (800-767-6552), email ([VWoAPartsSpecialists@vw.com](mailto:VWoAPartsSpecialists@vw.com)) or chat with the VIN to order.

**Additional Information:**

- Affected vehicles: certain 2018 MY Volkswagen Tiguan (360 USA / 81 Canada)
- Check daily campaign open inventory report or OMD for affected vehicles in inventory
- Repair every affected inventory vehicle before delivery to consumers.
- Owner notification will take place in May 2018

**Notes:**

**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.