



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: July 07, 2014

To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator

Subject: Mandatory Stop Sale - Upcoming Safety Recall 40K9
2015 MY Volkswagen Golf/GTI
Front Stabilizer Links

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Effective *immediately*, certain 2015 model year Volkswagen Golf/GTI vehicles in dealer inventory are under a mandatory stop-sale due a safety concern with the front stabilizer links.

What should dealers do?

- If you have an affected vehicle, ***DO NOT*** sell, lease, or dealer-trade it. If you are using an affected vehicle as a demo, discontinue using it immediately.
- Please keep any affected vehicle in a secure area where it cannot be made available for sale, lease or trade.
- If you have a customer car-down situation, contact the Technical Helpline for instructions.
- Please refer to the attached Campaign Data Sheet for additional information.

What will Volkswagen do?

On July 8, 2014, stop sale code **STP3** will be active in Elsa for affected inventory vehicles. Repair instructions and required parts will be made available on or about July 10, 2014.

Important Reminder on Vehicles Affected by Safety and Compliance Recalls

By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal/Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Product Compliance

Attachment: Campaign Data Sheet (1)



CAMPAIGN DATA SHEET

| | | | |
|---|-------------------------|--|----------------------------------|
| CAMPAIGN TYPE | | SAFETY RECALL | |
| SAGA CODE | | 40K9 / Stop-Sale Code <u>STP3</u> | |
| MARKET(S) | | United States and Canada | |
| AFFECTED VEHICLES | | 2015 MY Volkswagen Golf/GTI | |
| TOPIC | | Front Stabilizer Links | |
| PROBLEM DESCRIPTION | | Due to insufficient torque performed at the factory during vehicle assembly, the stabilizer link fasteners may loosen further over time. If this happens, there will be considerable noise coming from the front of the vehicle. In rare cases, this can lead to the stabilizer link detaching and interfering with the vehicle's steering, leading to an increased steering effort. Unexpected increased handling effort may lead to a crash without warning. | |
| CORRECTIVE ACTION | | Replace the front stabilizer links on affected vehicles. | |
| CUSTOMER NOTIFICATION DATE | | July 2014 | |
| ELSA VISIBILITY DATE | | July 2014 | |
| VIM VISIBILITY DATE | | July 2014 | |
| VEHICLE COUNT | TOTAL AFFECTED | USA: Approximately 2,001 | CANADA: Approximately 446 |
| | DEALER INVENTORY | USA: Approximately 705 | CANADA: Approximately 108 |
| | CPO INVENTORY | USA: 0 | CANADA: 0 |
| APPROXIMATE REPAIR TIME | | Up to 80 TU | |
| SPECIAL TOOLS NEEDED? | | SEE WORK PROCEDURE INSTRUCTIONS WHEN AVAILABLE | |
| PARTS REQUIRED | | YES - SEE WORK PROCEDURE INSTRUCTIONS WHEN AVAILABLE | |
| COMPLETION FACTOR/REPLACEMENT RATE (TARGETED ALLOCATION INFORMATION) | | TBD | |
| PROJECTED DEALER RETURN BLOCK DATE | | TBD | |
| INITIAL PARTS ALLOCATION DATE | | TBD | |
| TECHNICIAN TRAINING REQUIRED? | | SEE WORK PROCEDURE INSTRUCTIONS WHEN AVAILABLE | |
| EXPIRATION DATE | | NONE | |
| ADDITIONAL INFORMATION | | <p>Mandatory stop-sale in effect for vehicles in dealer inventory.</p> <p><u>Important Reminder on Vehicles Affected by Safety and Compliance Recalls:</u> By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal/Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.</p> | |

IMPORTANT! To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.