



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Service Action 40R1 / Front Stabilizer Coupling Rod

This notice is for:

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

Date: September 20, 2021

Issue: Some vehicles may have been produced with incorrectly manufactured front stabilizer coupling rod ball joint(s). If this condition exists in the vehicle, owners may notice a rattling or knocking sound coming from the front of the vehicle, especially while driving over rough or irregular road surfaces.

- Repair:**
- REPAIR AVAILABLE – September 21, 2021 / Inspect and, if necessary, replace one or both front stabilizer coupling rod(s) and replace front coupling rod nuts.
 - 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:

Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, please reference the Repair Projection Tool in the campaign circular to view your potential VIN population.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2019	2022	ATLAS	101,086
USA	2020	2022	ATLAS CROSS SPORT	30,577
CAN	2019	2021	ATLAS	10,730
CAN	2020	2021	ATLAS CROSS SPORT	3,173

**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 – October 2021

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.

-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.