



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Service Action 24HO - Owner Manual Insert for Cruise Control

This notice is for:

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

Date: March 21, 2022

Issue: Volkswagen has developed an owner manual insert intended to provide further information/clarification about the operating (adjustment and vehicle reaction) of the cruise control system in certain 2019-2021 model year Volkswagen Arteon vehicles. Volkswagen will be mailing these inserts to the affected owners.

- Repair:**
- REPAIR AVAILABLE – March 22, 2022 / Place owner manual insert into glove box.
 - 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.
 - Place an insert into the glove box of every affected inventory vehicle before delivery to consumers.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2019	2021	ARTEON	3,538

**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 – March 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.

-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.