



## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: August 29, 2014

To: All Volkswagen Dealership Personnel

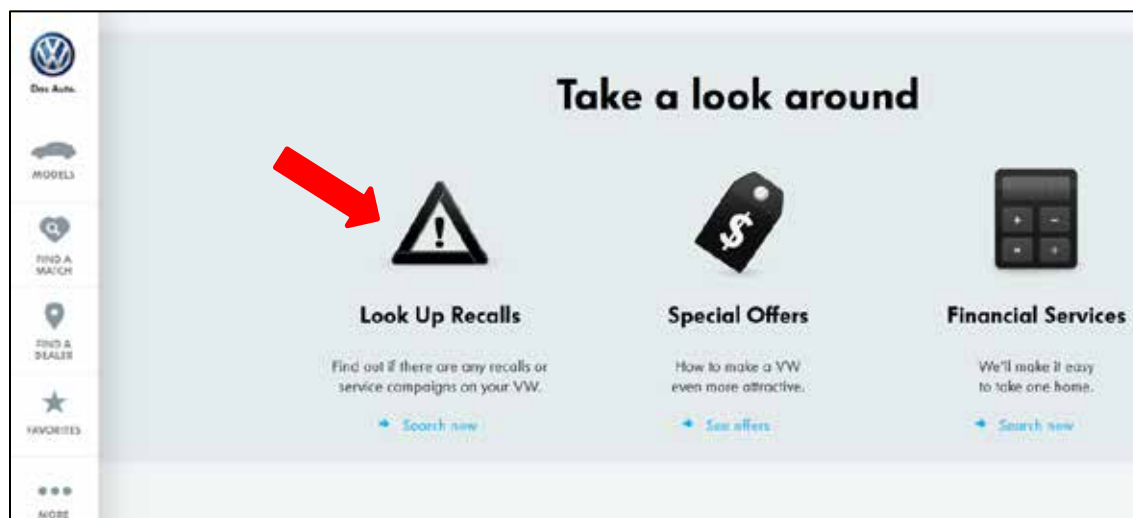
Subject: Recall/Service Campaign VIN Search Tools

As of August 20, 2014, an improved recall/service campaign VIN search tool is live on [vw.com](http://vw.com). Additionally, the National Highway Traffic Safety Administration (NHTSA) has implemented a recall-only VIN search on the [safercar.gov](http://safercar.gov) website.

We encourage everyone in your dealership to visit both tools and become familiar with the content and functionality they provide, so as to better assist customers who may come to you with questions. We have provided links and instructions below to both web sites as well as screen shots for your convenience.

**VW brand site – <http://www.vw.com/>**

From the home page, scroll to the “Take a look around” section and select “Look Up Recalls” (red arrow). Follow the on-screen prompts to enter a VIN and check for open recalls/service campaigns.



**National Highway Traffic Safety Administration (NHTSA) site – <http://www.safercar.gov/>**  
From the home page, select “SEARCH FOR RECALLS” (red arrow). Follow the on-screen prompts to enter a VIN and check for open recalls.



**Please note: while a customer may arrive at your dealership with information printed from one of these websites, the VIN must still be checked in Elsa on the day of repair - not only to confirm vehicle eligibility, but to identify Updates or new campaigns that may also be applicable to the vehicle.**

If you have any questions or require additional assistance, please contact Warranty.

Volkswagen Product Compliance