

10113821

Administrator
National Highway Safety Administration
U.S. Department of Transportation
400 Seventh Street
Washington D.C. 20590

EXECUTIVE SECRETARIAT

2005 MAR -6 13 12: 10
2005 MAR -7 P 3 57NATIONAL HIGHWAY SAFETY ADMINISTRATION
TRAFFIC SAFETY ADMIN.

[REDACTED]
Somers, CT [REDACTED]

Dear Sirs;

I did not receive a recall notice from Volkswagen (Service action VM) regarding the front suspension lower control arms on Volkswagen Passats. My car had this problem causing extensive damage. I have contacted Volkswagen but have received no response.

The car is a 1998 Volkswagen Passat with 130,000 miles on it. The vehicle id is WVMMA63B8W [REDACTED]

Thank you for any help you may be able to provide me.
[REDACTED]

Maria
3/9/05

Recall Detail

09-MAR-2005

Recall Num: 00 V 280 000	573 Date: 20-SEP-2000	573 Date Recv: 20-SEP-2000	Potentially Affected: 4,218	Potentially Defective: 4,218
Mfr Recall Num:				
Subject: VW/FRONT CONTROL ARM BRACKET		Remedy Type:	RF Num:	FMVSS Num:
Recall Type: Defect	Recall Effect: Crash Avoidance	NHTSA Inv Num:	Influenced by: MFR	
Problem Exp: Complaints		Manufacturer: VOLKSWAGEN OF AMERICA, INC	Recall Status: CONDUCTING RECALL	
Problem Desc:	VEHICLE DESCRIPTION: PASSENGER VEHICLES. ONE OF TWO BRACKETS USED TO BOLT THE FRONT SUSPENSION CONTROL ARM IN FRONT OF THE VEHICLE TO THE BODY STRUCTURE MAY NOT HAVE BEEN WELDED SUFFICIENTLY.			
Consequence:	THE CONTROL ARM COULD GRADUALLY LOOSEN AND ULTIMATELY SEPARATE FROM ITS BRACKET IN NORMAL DRIVING WHICH COULD CAUSE THE VEHICLE TO BE DIFFICULT TO CONTROL OR RESULT IN LOSS OF CONTROL. AS THE BRACKET LOOSENS, LOUD METALLIC KNOCKING SOUNDS IN FROM THE VEHICLE WILL BE HEARD.			
Remedy Type:	DEALERS WILL INSPECT THE BRACKET AND IF THE WELDING IS INSUFFICIENT, WILL REPLACE THE CONTROL ARM.			
Notes:	OWNER NOTIFICATION BEGAN SEPTEMBER 15, 2000. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT VOLKSWAGEN AT 1-800-822-8987. ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).			
MFR Knowl Dt:	Prod Change Dt:	Mfr Press Release Dt:	NHTSA Press Release Dt:	
Stop Sales:	Regional:			
Supplier:	Mfr Toll Free Num:			

Products	Vehicle Usage	Beginning Mfg Date	Ending Mfg Date
Product Type :VEHICLE Manufacturer:VOLKSWAGEN OF AMERICA, INC Make :VOLKSWAGEN Model :GOLF Model Year :2000		01-APR-2000	31-AUG-2000
Product Type :VEHICLE Manufacturer:VOLKSWAGEN OF AMERICA, INC Make :VOLKSWAGEN Model :GOLF Model Year :2001		01-APR-2000	31-AUG-2000

Component Name

SUSPENSION:FRONT:CONTROL ARM:UPPER ARM

Influencing Investigation(s)	
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Investigation Num	Subject	Investigator	Relationship
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Related Recalls

Yr	Type	Major	Sub	Relationship
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Recall Characteristics

Unique Recall	Unique Descr
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Recall Detail

09-MAR-2005

Recall Communications**Fax Ack:** 20-SEP-2000**Letter Ack:****Draft 577 Received:** 20-SEP-2000**Draft 577 Approved:** 21-SEP-2000**Final 577 Received:****Owner Notification:** 15-SEP-2000**Phased:** N**577 End:****Renotification:****Envelope Approved:****Dealer Notification****Dealer Notification:****Received:**

Important! Please Provide A Copy To All Personnel With Campaign-Related Responsibilities



Service Action Circular

Code: **VM**

November 2004

**Subject: 1998-2000 Model Year Volkswagen Passat Vehicles
Check/Replace Front Suspension Lower Control Arms**

This is to inform you of the initiation of a service action involving some 1998-2000 model year Volkswagen Passat vehicles.

**Problem
Description**

Volkswagen has found that in rare cases one or both front suspension lower control arms on affected vehicles can exhibit wear, even though the damage to the rubber boots is not obvious. If the rubber boots of the front suspension lower control arms become damaged, this can lead to premature wear and, in isolated cases, to failure of one or both front suspension lower control arms, mainly on high-mileage vehicles.

Remedial Action

Inspect both front suspension lower control arms on each involved vehicle.

Dealers will replace one or both front suspension control arms if the ball joint is loose or worn, the rubber boots are degraded or show decomposition not caused by mechanical impact or external influence and the owner provides documentation of the last maintenance interval that includes the front axle check completed by an authorized Volkswagen dealer or professional licensed repair facility. However, if one or both front suspension lower control arm rubber boots are damaged due to external influence, or if the vehicle has been repaired with non-genuine Volkswagen parts, any necessary repairs will not be covered under this action.

**Vehicle
Identification
Number Ranges**

The vehicles affected by this action are within the following vehicle identification number ranges:

WWW___3B_WE108854

WWW___3B_YE198531

WWW___3B_YP168580

WWW___3B_YP168526

Please note that the above VINs represent the lowest and highest serial numbers of affected vehicles. Use of the OTIS campaign inquiry system will allow you to determine whether or not a particular vehicle, within the above VIN ranges, requires the corrective work.

**Owner Notification
Mailing**

Volkswagen will notify all known owners of affected vehicles directly by first-class mail on or about November 19, 2004. A sample copy of the owner letter is enclosed for your information.

**Service Action
Expiration**

This action is effective through March 31, 2006, after which time it will expire and will no longer be performed as a service action.

Vehicle Allocation

Under separate cover, you will receive a computer list containing the VINs including the owner names and addresses of vehicles that, according to our records, are located within your area of responsibility (AOR) and require the VM service action to be performed.

Parts Information

You will receive an initial allocation of parts.

During the campaign launch period, parts may be blocked and released by VIN through Special Services. Refer to the VWHub for campaign parts updates. After the launch period, the block may be lifted and then parts can be ordered through your facing parts depot.

**Time
Requirements/
Reimbursement**

To ensure prompt and proper payment, be sure to enter, immediately upon completion of the repair work, the applicable reimbursement code listed below. Claims will only be paid for vehicles that show the VM code in the OTIS View Campaign Inquiry screen on the day of repair. It is therefore recommended that a screen print of the OTIS View Campaign Inquiry screen be attached to the repair order.

VM Data Entry Procedure

Repair Code (Damage Code Field)	Time Units	Work Scope
VM 11	20 T.U.	- Check both control arms; No Work Required
VM 1A	20 T.U.	- Check both control arms; Vehicle not eligible for repair/customer responsibility
VM 1B	90 T.U.	- Check both control arms; replace one 1 4D0 407 181P Control arm 1 N 102 949 01 Bolt 1 4D0 407 944A Nut 2 N 102 981 02 Nut 2 N 101 084 02 Nut 1 N 102 412 01 Bolt
VM 1C	130 T.U.	- Check both control arms; replace both 1 4D0 407 181P Control arm 1 N 102 949 01 Bolt 1 4D0 407 944A Nut 2 N 102 981 02 Nut 2 N 101 084 02 Nut 1 N 102 412 01 Bolt

There is NO reimbursement for Vehicle Wash or Loaner Vehicle!

The system automatically enters parts and labor applicable to the above listed codes.

For vehicles that, according to your information, cannot be corrected or reached, and one of the codes below best describe the reason, please enter one of the applicable codes into the system:

- VM 29 Customer Refused Repairs
- VM 39 Total Loss
- VM 49 Vehicle Stolen
- VM 59 Vehicle Exported

**Additional
Campaigns**

Some of the affected vehicles may be involved in an additional corrective action. Please check your OTIS View Campaign Inquiry screen so that any additional required work can be done simultaneously.

**Campaign
Verification**

For verification, always check the OTIS View Campaign Inquiry screen. The OTIS system is the only binding campaign inquiry and verification system; other systems are not valid and may result in non-payment of a claim.

Service Help

If you have a question regarding this or any other campaign, please call (800) 741-2819.

**Dealer Personnel
Information**

Please inform and/or provide a copy of this communication to every person in your dealership who has campaign-related responsibilities, including parts and accounting personnel.

Thank you for your cooperation.

Sincerely,



Maria Cotter
Volkswagen Service & Quality

Volkswagen of America, Inc.



3800 Horton Road
Ashland, MA 01820

November 2004

**Subject: Service Action VM
1996-2000 Model Year Volkswagen Passat Vehicles
Check/Replace Front Suspension Lower Control Arms**

Dear Volkswagen Owner:

We are writing to inform you of a service action on some 1996 - 2000 model year Volkswagen Passat vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Volkswagen has found that in rare cases one or both front suspension lower control arms on affected vehicles can exhibit wear, even though the damage to the rubber boots is not obvious. If the rubber boots of the front suspension lower control arms become damaged, this can lead to premature wear and, in isolated cases, to a failure of one or both front suspension lower control arms, mainly on high-mileage vehicles.

What Will Volkswagen Do?

In order to identify and correct this condition, we will inspect both front suspension lower control arms on your vehicle.

The affected control arm(s) will be replaced free of charge if one or both front suspension control arms are worn or the rubber boots are degraded and you can provide documentation of maintenance completed by an authorized Volkswagen dealer or professional licensed repair facility according to the maintenance schedule for your vehicle.

If one or both front suspension lower control arms are worn and the rubber boots are damaged due to external influence, or if your vehicle has been repaired with non-genuine Volkswagen parts, any necessary repairs will not be covered under this action.

Please note that other suspension components are not covered by this service check.

What We Would Like You To Do

Please contact your authorized Volkswagen dealer and arrange for an appointment so that this check can be performed without delay. This check itself will typically take about one-half hour. However, your dealer may need additional time for the preparation of the check as well as to accommodate the daily workshop schedule.

Volkswagen strongly recommends that you continue to follow the maintenance schedule as prescribed in the Owner's Manual for your vehicle.

Service Action Expiration

This action is effective through March 31, 2008, after which time it will expire. Please retain this letter in the vehicle glove compartment with the vehicle Owner's Manual.

Reimbursement of Expenses

If you have previously paid for a front suspension lower control arm repair, you may be entitled to reimbursement if you can provide documentation of maintenance completed by an authorized Volkswagen dealer or professional licensed repair facility according to the maintenance schedule for your vehicle. We would be pleased to review your reimbursement request. The enclosed form explains how to request reimbursement.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately via first class mail to the lessee.

Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.
Attn: Customer CARE Center - Hills East (VM)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298

We regret any inconvenience this matter may cause. Thank you for driving a Volkswagen!

Sincerely,

Maria Cotter
Volkswagen Service & Quality

Campaign Work Procedure

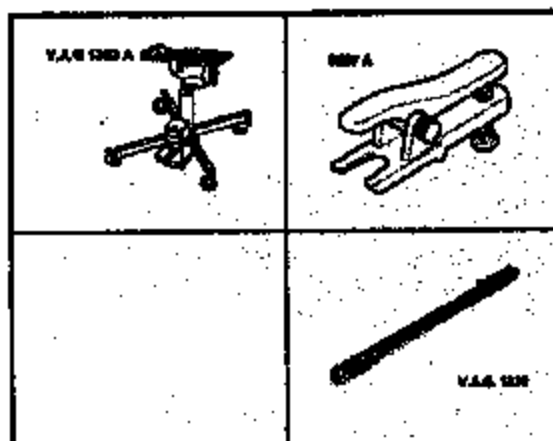
VM Service Action

Chart below reflects parts to replace one control arm

Quantity	Part Number	Part Name
1	4D0 407 151 P	Control arm
1	N 102 949 01	Bolt
1	4D0 407 644 A	Nut
2	N 102 861 02	Nut
2	N 101 064 02	Nut
*2	N 104 253 01	*Bolt

* Part is vehicle build dependent

Special Tools:



⇐ Engine and transmission jack V.A.G. 1383 A

⇐ Bell joint puller 3287A or equivalent

⇐ Torque wrench V.A.G. 1332 or equivalent

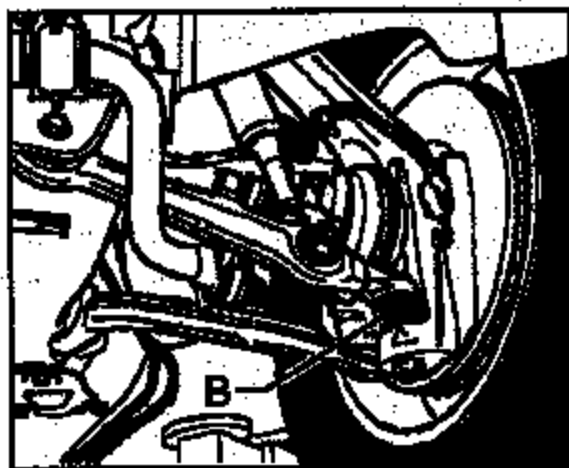
Work Sequence:

Section A – Control Arm Checking

**IMPORTANT! THE CONTROL ARM
INSPECTION INVOLVES
FOUR DIFFERENT CHECKS**

Visual and physical check for:

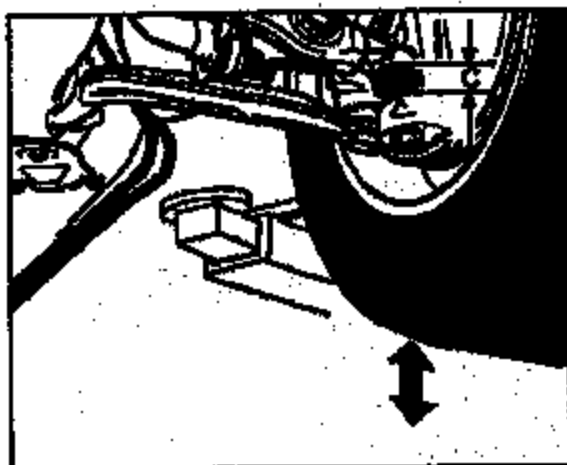
- loose or worn ball joint
- rubber boot damage not caused by external influence
- owner provided documentation of the last maintenance interval that includes the front end check of dust seals on the ball joints
- an installed genuine Volkswagen part



#1 Check

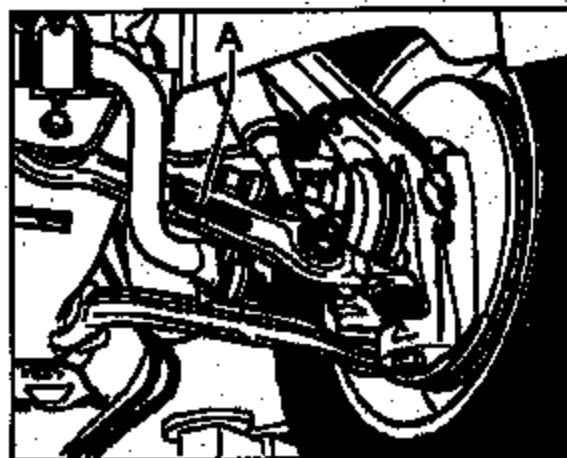
- Raise vehicle on hoist

← Physically and visibly check around the rubber boot -B- on both the right and left control arms for damage when wheel is in straight ahead position, in the 10° -15° wheel turned left position and 10° -15° wheel turned right position



#2 Check

- ⇄ Check for free play or movement -C- in the left and right control arm ball joint by lifting wheel up and lowering several times when wheel is in straight ahead position, in the 10°-15° wheel turned left position and 10°-15° wheel turned right position



#3 Check

- ⇄ Check for part number on the left and right control arms (part number could appear on either side of control arm)
- If part number -A- on the control arm is 4D0 407 155_, the part is a genuine Volkswagen part
 - If no part number is found on the control arm, this is not a genuine Volkswagen part

Part Replacement Determination:

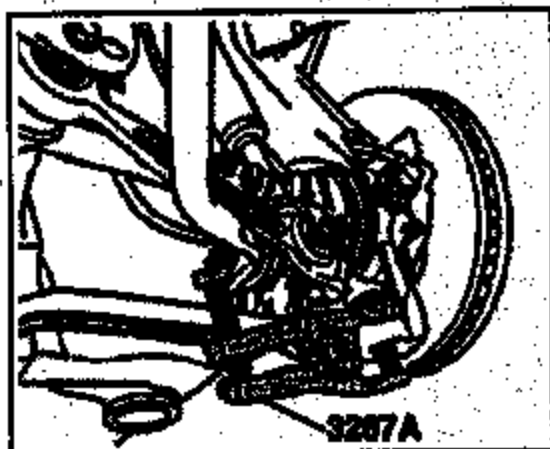
- If the control arm is not a genuine Volkswagen part and the ball joint has free play or the rubber boot is defective, the part needs to be replaced. In this circumstance, customer bears expense or customer can refuse repair
- If customer approves repair, proceed to Section B; otherwise, no further work is required
- If the control arm is not a genuine Volkswagen part and the ball joint has no free play, inform customer that no free play was found; however, a quality determination could not be made. No further work is required

- If a rubber boot on the ball joint is damaged and the damage is not material decomposition, the control arm must be replaced. In this circumstance, customer bears expense or customer can refuse repair
- If customer approves repair, proceed to Section B; otherwise, no further work is required
- If a rubber boot on the control arm is damaged by material decomposition and it is a genuine Volkswagen part, proceed to Section B
- If the rubber boot on the control arm ball joint is not damaged, there is free play in the ball joint, and the control arm is a genuine Volkswagen part, proceed to Section B

Section B - Control Arm Removal and Installation

IMPORTANT! VOLKSWAGEN WILL ONLY REPLACE THE CONTROL ARM WHEN:

- the ball joint is loose or worn and/or
- the rubber boot is damaged - NOT caused by mechanical impact or any other influence other than material decomposition and
- the owner provides documentation of the last maintenance interval that includes the front end check of dust seals on the ball joints
- the Volkswagen part number is on the control arm



- Remove front wheel

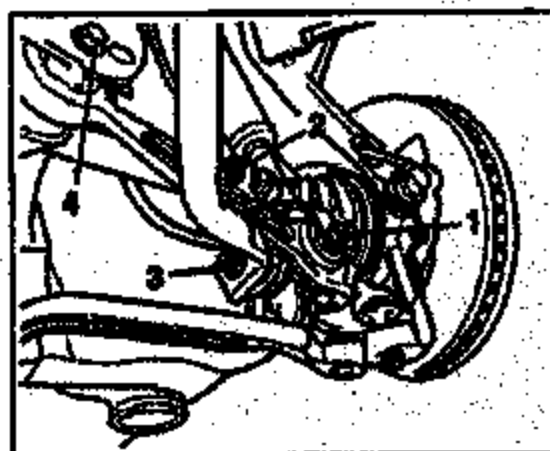
IMPORTANT! Protect CV boot to prevent damage

- Remove nut securing control arm ball joint to the bearing housing



- ⇐ Using ball joint puller tool 3267 A, press control arm ball joint out of the bearing housing

IMPORTANT! Do not damage rubber boot on the ball joint

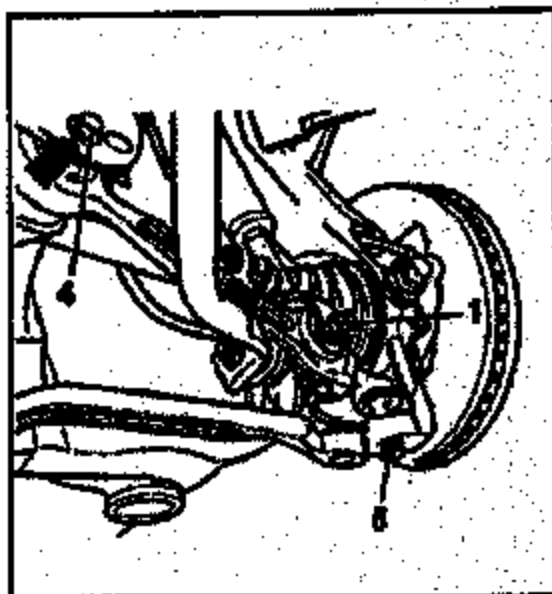


- ⇐ Remove bolt and nut -1- securing front strut to control arm

- ⇐ Remove nuts -2- & -3- with link between control arm and stabilizer bar



- ⇐ Remove bolt -4- with nut and lower control arm



- ⇐ Install new control arm (4D0 407 161 P) into position and insert new bolt -4- (N 102 949 01) into inner hole -arrow-

- Use new nut (N 101 064 02) and hand tighten bolt to hold control arm in position

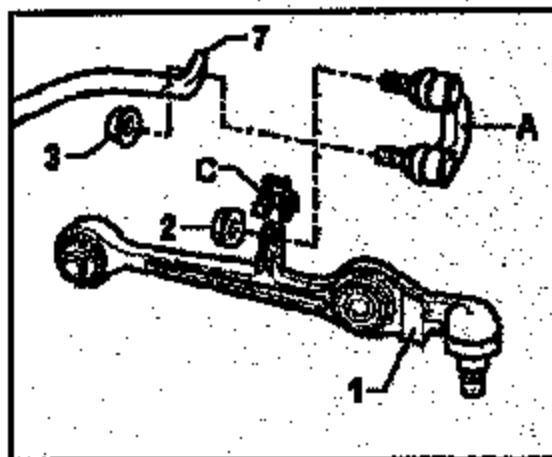
IMPORTANT! All chassis components bolts with bonded rubber bushings must be tightened with the suspension in the curb weight position (wheels on the ground)

- ⇐ Using new nut -5- (4D0 407 844 A) secure control arm ball joint to bearing housing and tighten to 100 Nm (74 ft. lbs.)

- ⇐ Align front strut to control arm, insert bolt with new nut -1- (N 101 064 02) and lightly tighten nut to hold front strut in position

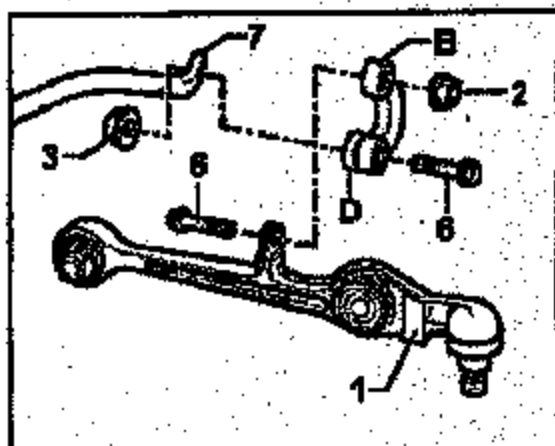
IMPORTANT! This illustration shows link -A- with ball joints and is on most vehicles up to vehicle identification number (VIN) 3B_X_213726

Clamp -C- must be reinstalled with link that has ball joints



- ⇐ If vehicle has link -A- with ball joints between control arm -1- and stabilizer bar -7-, reinstall link, clamp -C- and new nuts -2- & -3- (N 102 881 02)

- ⇐ Tighten nuts -2- & -3- to 100 Nm (74 ft. lbs.)



IMPORTANT! This illustration shows link -B- with bonded rubber bushings and is on vehicles after VIN 3B_X_213720

Clamp -C-, shown in previous illustration, is not used

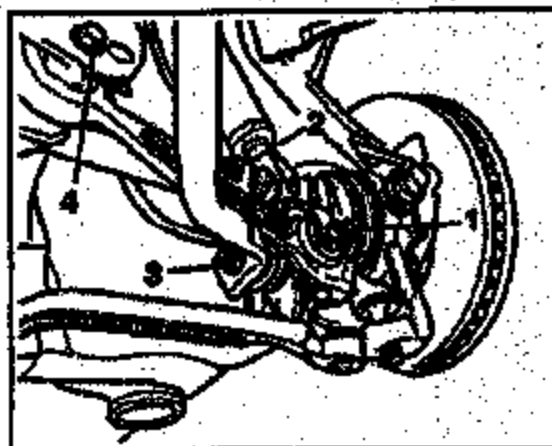
Permanently mounted shim -D- on the link must be bolted to the stabilizer bar

- ← If vehicle has link -B- with bonded rubber bushings between control arm -1- and stabilizer bar -7-, reinstall link with new bolts -6- (N 104 253 01) and new nuts -2- & -3- (N 102 881 02) and hand tighten

IMPORTANT! Bonded rubber bushings can only be turned to a limited extent

Bolted connections should be tightened with wheels on the ground

- Lower transmission Jack V.A.G 1383 A and remove protection from around CV boot
- Reinstall wheel and hand tighten wheel lug bolts
- Lower vehicle to the ground and tighten wheel lug bolts in a crosswise direction to 120 Nm (89 ft. lbs.)



⇐ If link between stabilizer bar and control arm has bonded rubber bushings, tighten nut -2- & -3- to 40 Nm (30 ft. lbs.) plus turn an additional 90° (1/4 turn)

⇐ Tighten nut -1- to 90 Nm (66 ft. lbs.)

⇐ Tighten bolt -4- to 80 Nm (59 ft. lbs.) plus turn an additional 90° (1/4 turn)

- Return removed control arms, properly tagged, to Volkswagen of America, Inc.; Warranty Test Center; Attn: VM Service Action; 3800 Hamlin Rd.-GE01; Auburn Hills, MI 48326

Frequently Asked Questions and Answers

VM Service Action

Additional information can be found in the VM Service Action circular, located on web VAESIS and on VWHub.

■ What is the problem?

Volkswagen has found that in rare cases, one or both front suspension lower control arms on affected vehicles can exhibit wear, even though the damage to the rubber boots is not obvious. If the rubber boots of the front suspension lower control arms become damaged, this can lead to premature wear and, in isolated cases, to a failure of one or both front suspension lower control arms.

■ Is there any danger for the customer?

We are not aware of any cases where injury has occurred because of a faulty bearing arm.

■ Can a customer continue to drive the vehicle until it's repaired?

Yes, but the customer should pay attention to any noises from the front axle area. If any noises are heard from the front axle area, the customer should visit an authorized dealer to have their vehicle inspected and repaired without delay.

■ What causes the problem?

Humidity and/or dirt in the bearing point of the joint can lead to increased wear, e.g. through a damaged boot.

■ What can occur with increased wear at the bearing joint?

The wear leads to an increased free play, which can cause noises in the bearing joint. In isolated cases, this can lead to a failure of one or both front suspension lower control arms.

■ How can bearing wear be identified?

If a customer follows the normal maintenance intervals as explained in the vehicle owner's manual, this problem can typically be caught at that time. Also, as the damage develops, noises are generated in the joint, which indicate the wear.

■ What does the noise sound like?

Creaking, groaning.

■ Which vehicles are affected?

Please refer to the VM Service Action circular.

■ Which chassis numbers are affected?

Please refer to the VM Service Action circular.

■ What precisely does the repair involve?

The boots are inspected for damage and the bearing arm joints are inspected for free play. If a boot is damaged or if there is already clearly free play in the joint, the affected bearing arm must be replaced. Please refer to the VM Service Action circular for additional information.

Frequently Asked Questions and Answers

VM Service Action

■ What constructive changes are made?

The control arm, especially the boot, have been made more robust as part of the permanent product improvements.

■ How long does the repair take?

The inspection takes about one half hour. The repair can take up to about two and a half hours. Please refer to the VM Service Action circular for additional information.

■ Is a loaner vehicle authorized?

No.

■ Who pays the costs of the check? How about the costs for the repair?

The check is done free of charge.

The affected control arm(s) will be replaced free of charge if one or both front suspension control arms are worn or the rubber boots are degraded and the customer can provide documentation of maintenance completed by an authorized dealer or professional licensed repair facility according to the maintenance schedule for their vehicle. In cases where the full service record is not available, or where the service record for the last two (2) years is incomplete, the repair will not be paid for under the campaign.

If one or both front suspension lower control arms are worn and the rubber boots are damaged due to external influence, or if the vehicle has been repaired with non-genuine Volkswagen parts, any necessary repairs will not be covered under this action.

Please note that other suspension components are not covered by this service check.

■ What happens if the complaints cannot yet be detected and occur later? Is the service time temporarily limited?

If the servicing is carried out correctly, normally annually, the function of the bearing arm is not affected.

■ What happens if a subsequent owner requires a control arm replacement, does not have the maintenance records from the previous owner(s), but does have all of the maintenance since the time of purchase?

The customer must be able to provide proof of the last maintenance interval requiring the ball joint check (e.g. 40,000 mi, 80,000 mi, 120,000 mi, etc.). If the customer cannot provide the documentation for this maintenance interval, the customer is not eligible for replacement or reimbursement of the control arm(s).

■ What happens if a customer's vehicle is making squeaking noises, but does not have excessive play in the ball joint? Should the control arm be replaced?

The control arm should not be replaced because it does not meet the replacement criteria provided in the campaign circular.

■ What happens if the rubber boot is degraded, but does not have excessive play in the ball joint, should the control arm be replaced?

If the rubber boot is degraded and damage is not due to outside influence, the control arm should be replaced as part of the campaign.

Frequently Asked Questions and Answers

VM Service Action

- For either replacement or reimbursement eligibility, the customer is required to show proof of maintenance. Only certain maintenance intervals require a ball joint check, is the customer required to provide proof of maintenance for intervals where no ball joint check is included (e.g. oil changes)?

No, the customer will only be required to provide proof of the last maintenance interval that included the ball joint check (e.g. 40,000 mi, 80,000 mi, 120,000 mi, etc.) to be considered eligible for replacement or reimbursement.

- What if the customer bought a Volkswagen CPO vehicle and now requires a control arm replacement, but does not have the previous owner's maintenance records?

Due to the certification process of the Volkswagen CPO vehicles, the customer would only need to provide the necessary maintenance records from the time of the CPO purchase.

- Must the required maintenance be completed at an authorized Volkswagen dealer?

If the required maintenance was completed at a non-authorized Volkswagen dealer, the documentation would need to specifically state that a check of the control arm ball joint was completed to be considered as acceptable. This requirement is common for both control arm replacement eligibility and for customer reimbursement.

- What if a customer had an issue with one or both control arm(s) in the past and took the vehicle to an independent shop to have the repair completed. A non-genuine Volkswagen part was installed, can the customer claim this part(s) for reimbursement?

If the customer can provide the required maintenance documentation, this part(s) would be eligible for reimbursement. In this case only parts would be eligible for reimbursement, labor will not be considered. If the customer has their vehicle inspected, and a non-genuine Volkswagen part shows signs of wear, this part will not be replaced as per the campaign guidelines provided in the campaign circular.

NOTE: For reimbursements, the documentation must indicate that the replacement was made due to damaged ball joints. For example, any replacements made due to squeaking, any other noises, or external impact damage will not be considered for reimbursement.

1001593

Volkswagen of America, Inc.



3800 Hamlin Road
Auburn Hills, MI 48326

November 2004

**Subject: Service Action VM
1998-2000 Model Year Volkswagen Passat Vehicles
Check/Replace Front Suspension Lower Control Arms**

Dear Volkswagen Dealer:

This letter is to inform you of the initiation of a service action involving some 1998-2000 model year Volkswagen Passat vehicles. Please ensure that any vehicles in your inventory are repaired prior to their delivery to retail customers.

The rubber boots of both control arms on affected vehicles must be inspected and, if necessary, one or two control arms will be replaced.

IMPORTANT: Any control arms replaced under this action must be returned to:

Volkswagen of America, Inc. Warranty Test Center
Attn: VM Service Action
3800 Hamlin Road - GE01
Auburn Hills, MI 48326

Please refer to Service Action Circular VM posted on web VESIS and on the VWHub for additional information, and please be sure to share this information with all personnel with campaign-related responsibilities.

This campaign will be in effect until March 31, 2006. After that date, it will no longer be performed as a service action.

Thank you for your cooperation and assistance in this important matter.

Sincerely,

Maria Cotter
Product Compliance

10011593

Important: Please Provide A Copy To All Personnel With Campaign-Related Responsibilities!

This supercedes the VM Service Action dated November 2004

**Service Action
Circular****REVISED Code: VM**

December 2004

**Subject: 1998-2000 Model Year Volkswagen Passat Vehicles
Check/Replace Front Suspension Lower Control Arms**

This is to inform you of the initiation of a service action involving some 1998-2000 model year Volkswagen Passat vehicles.

**Problem
Description**

Volkswagen has found that in rare cases one or both front suspension lower control arms on affected vehicles can exhibit wear, even though the damage to the rubber boots is not obvious. If the rubber boots of the front suspension lower control arms become damaged, this can lead to premature wear and, in isolated cases, to failure of one or both front suspension lower control arms, mainly on high-mileage vehicles.

Remedial Action

Inspect both front suspension lower control arms on each involved vehicle.

Dealers will replace one or both front suspension control arms if the ball joint is loose or worn, the rubber boots are degraded or show decomposition not caused by mechanical impact or external influence and the owner provides documentation of the last maintenance interval that includes the front axle check completed by an authorized Volkswagen dealer or professional licensed repair facility. However, if one or both front suspension lower control arm rubber boots are damaged due to external influence, or if the vehicle has been repaired with non-genuine Volkswagen parts, any necessary repairs will not be covered under this action.

**Vehicle
Identification
Number Ranges**

The vehicles affected by this action are within the following vehicle identification number ranges:

WVW___3B_WE108854	-	WVW___3B_YE108831
WVW___3B_YP168580	-	WVW___3B_YP168828

Please note that the above VINs represent the lowest and highest serial numbers of affected vehicles. Use of the OTIS campaign inquiry system will allow you to determine whether or not a particular vehicle, within the above VIN ranges, requires the corrective work.

**Owner Notification
Mailing**

Volkswagen notified all known owners of affected vehicles directly by first-class mail on or about November 18, 2004. A sample copy of the owner letter is enclosed for your information.

**Service Action
Expiration**

This action is effective through March 31, 2006, after which time it will expire and will no longer be performed as a service action.

Vehicle Allocation

You were provided a computer list containing the VINs including the owner names and addresses of vehicles that, according to our records, are located within your area of responsibility (AOR) and require the VM service action to be performed.

Parts Information

You received an initial allocation of parts.

During the campaign launch period, parts may be blocked and released by VIN through Special Services. Refer to the VWHub for campaign parts updates. After the launch period, the block may be lifted and then parts can be ordered through your facing parts depot.

**Time
Requirements/
Reimbursement**

To ensure prompt and proper payment, be sure to enter, immediately upon completion of the repair work, the applicable reimbursement code listed below. Claims will only be paid for vehicles that show the VM code in the OTIS View Campaign Inquiry screen on the day of repair. It is therefore recommended that a screen print of the OTIS View Campaign Inquiry screen be attached to the repair order.

VM Data Entry Procedure

Repair Code (Damage Code Field)	Time Units	Work Scope
VM 11	20 T.U.	- Check both control arms; No Work Required
VM 1A	20 T.U.	- Check both control arms; Vehicle not eligible for repair/customer responsibility
VM 1B	90 T.U.	- Check both control arms; replace one
		1 4D0 407 151P Control arm
		1 N 102 949 01 Bolt
		1 4D0 407 844A Nut
		2 N 102 861 02 Nut
		2 N 101 084 02 Nut
VM 1C	130 T.U.	- Check both control arms; replace both
		2 4D0 407 151P Control arms
		2 N 102 949 01 Bolt
		2 4D0 407 844A Nut
		4 N 102 861 02 Nut
		4 N 101 084 02 Nut
<i>There is NO reimbursement for Vehicle Wash or Loaner Vehicle!</i>		

The system automatically enters parts and labor applicable to the above listed codes.

For vehicles that, according to your information, cannot be corrected or reached, and one of the codes below best describe the reason, please enter one of the applicable codes into the system:

- VM 20 Customer Refused Repairs
- VM 30 Total Loss
- VM 40 Vehicle Stolen
- VM 50 Vehicle Exported

**Additional
Campaigns**

Some of the affected vehicles may be involved in an additional corrective action. Please check your OTIS View Campaign Inquiry screen so that any additional required work can be done simultaneously.

**Campaign
Verification**

For verification, always check the OTIS View Campaign Inquiry screen. The OTIS system is the only binding campaign inquiry and verification system; other systems are not valid and may result in non-payment of a claim.

Service Help

If you have a question regarding this or any other campaign, please call (800) 741-2919.

**Dealer Personnel
Information**

Please inform and/or provide a copy of this communication to every person in your dealership who has campaign-related responsibilities, including parts and accounting personnel.

Thank you for your cooperation.

Sincerely,



Maria Cotter
Volkswagen Service & Quality

Volkswagen of America, Inc.



3600 Hesse Road
Auburn Hills, MI 48003

November 2004

**Subject: Service Action VM
1998-2000 Model Year Volkswagen Passat Vehicles
Check/Replace Front Suspension Lower Control Arms**

Dear Volkswagen Owner:

We are writing to inform you of a service action on some 1998 – 2000 model year Volkswagen Passat vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Volkswagen has found that in rare cases one or both front suspension lower control arms on affected vehicles can exhibit wear, even though the damage to the rubber boots is not obvious. If the rubber boots of the front suspension lower control arms become damaged, this can lead to premature wear and, in isolated cases, to a failure of one or both front suspension lower control arms, mainly on high-mileage vehicles.

What Will Volkswagen Do?

In order to identify and correct this condition, we will inspect both front suspension lower control arms on your vehicle.

The affected control arm(s) will be replaced free of charge if one or both front suspension control arms are worn or the rubber boots are degraded and you can provide documentation of maintenance completed by an authorized Volkswagen dealer or professional licensed repair facility according to the maintenance schedule for your vehicle.

If one or both front suspension lower control arms are worn and the rubber boots are damaged due to external influence, or if your vehicle has been repaired with non-genuine Volkswagen parts, any necessary repairs will not be covered under this action.

Please note that other suspension components are not covered by this service check.

What We Would Like You To Do

Please contact your authorized Volkswagen dealer and arrange for an appointment so that this check can be performed without delay. This check itself will typically take about one-half hour. However, your dealer may need additional time for the preparation of the check as well as to accommodate the daily workshop schedule.

Volkswagen strongly recommends that you continue to follow the maintenance schedule as prescribed in the Owner's Manual for your vehicle.

Service Action Expiration

This action is effective through March 31, 2006, after which time it will expire. Please retain this letter in the vehicle glove compartment with the vehicle Owner's Manual.

Reimbursement of Expenses

If you have previously paid for a front suspension lower control arm repair, you may be entitled to reimbursement if you can provide documentation of maintenance completed by an authorized Volkswagen dealer or professional licensed repair facility according to the maintenance schedule for your vehicle. We would be pleased to review your reimbursement request. The enclosed form explains how to request reimbursement.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately via first class mail to the lessee.

Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

*Volkswagen of America, Inc.
Attn: Customer CARE Center - Hills East (VM)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5299*

We regret any inconvenience this matter may cause. Thank you for driving a Volkswagen!

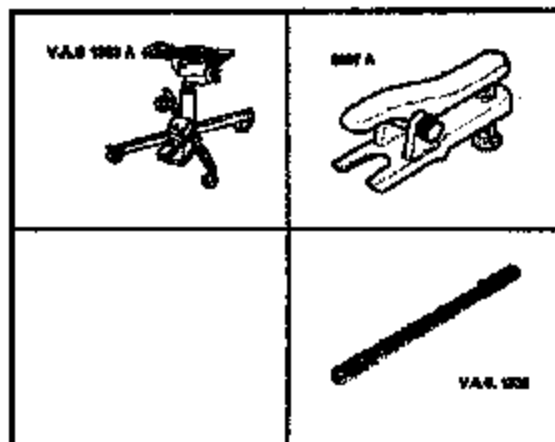
Sincerely,

Maria Cotter
Volkswagen Service & Quality

Chart below reflects parts to replace one control arm

Quantity	Part Number	Part Name
1	4D0 407 151 P	Control arm
1	N 102 949 01	Bolt
1	4D0 407 644 A	Nut
2	N 102 861 02	Nut
2	N 101 064 02	Nut

Special Tools:



⇐ Engine and transmission jack V.A.G 1383 A

⇐ Belt joint puller 3287A or equivalent

⇐ Torque wrench V.A.G. 1332 or equivalent

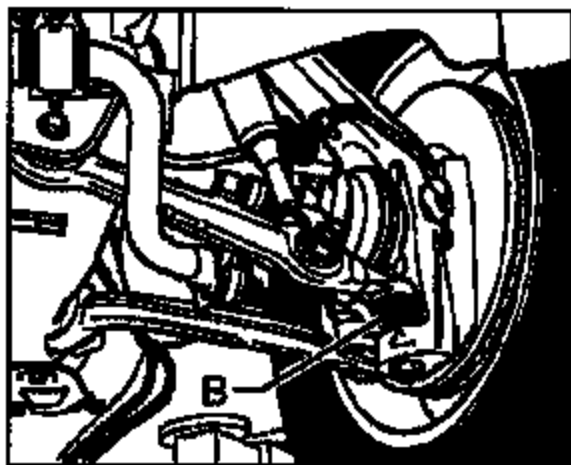
Work Sequence:

Section A – Control Arm Checking

**IMPORTANT! THE CONTROL ARM
INSPECTION INVOLVES
FOUR DIFFERENT CHECKS**

Visual and physical check for:

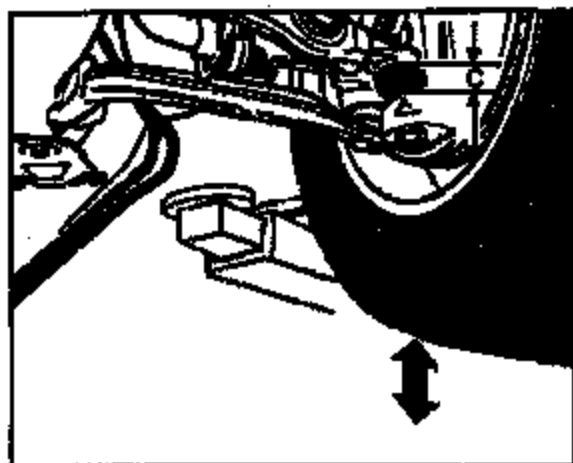
- loose or worn ball joint
- rubber boot damage not caused by external influence
- owner provided documentation of the last maintenance interval that includes the front end check of dust seals on the ball joints
- an installed genuine Volkswagen part



#1 Check

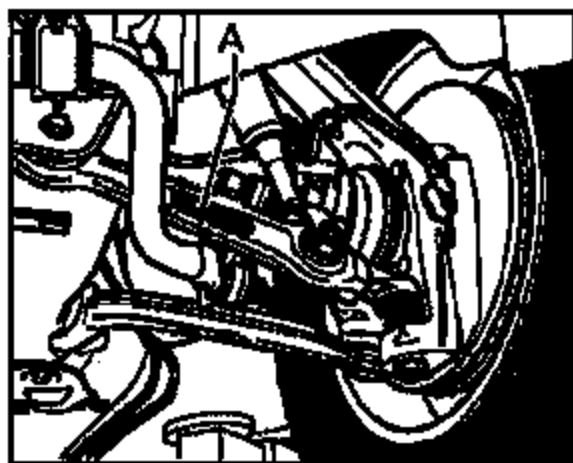
- Raise vehicle on hoist

- ⇒ Physically and visibly check around the rubber boot -B- on both the right and left control arms for damage when wheel is in straight ahead position, in the 10° -15° wheel turned left position and 10° -15° wheel turned right position



#2 Check

- ⇐ Check for free play or movement -C- in the left and right control arm ball joint by lifting wheel up and lowering several times when wheel is in straight ahead position, in the 10°-15° wheel turned left position and 10°-15° wheel turned right position



#3 Check

- ⇐ Check for part number on the left and right control arms (part number could appear on either side of control arm)
- If part number -A- on the control arm is 4D0 407 155_, the part is a genuine Volkswagen part
 - If no part number is found on the control arm, this is not a genuine Volkswagen part

Part Replacement Determination:

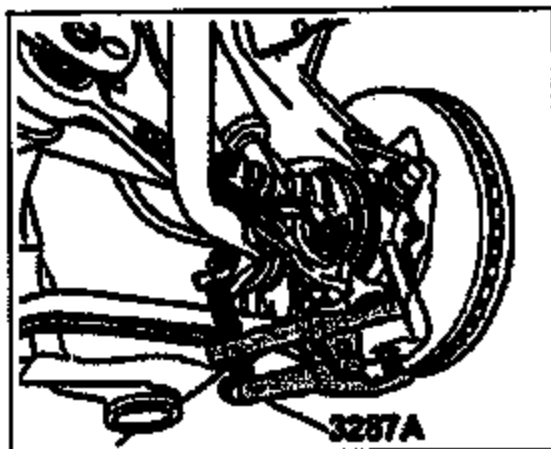
- If the control arm is not a genuine Volkswagen part and the ball joint has free play or the rubber boot is defective, the part needs to be replaced. In this circumstance, customer bears expense or customer can refuse repair
- If customer approves repair, proceed to **Section B**; otherwise, no further work is required
- If the control arm is not a genuine Volkswagen part and the ball joint has no free play, inform customer that no free play was found; however, a quality determination could not be made. No further work is required

- If a rubber boot on the ball joint is damaged and the damage is not material decomposition, the control arm must be replaced. In this circumstance, customer bears expense or customer can refuse repair
- If customer approves repair, proceed to Section B; otherwise, no further work is required
- If a rubber boot on the control arm is damaged by material decomposition and it is a genuine Volkswagen part, proceed to Section B
- If the rubber boot on the control arm ball joint is not damaged, there is free play in the ball joint, and the control arm is a genuine Volkswagen part, proceed to Section B

Section B – Control Arm Removal and Installation

IMPORTANT! VOLKSWAGEN WILL ONLY REPLACE THE CONTROL ARM WHEN:

- the ball joint is loose or worn and/or
- the rubber boot is damaged - NOT caused by mechanical impact or any other influence other than material decomposition and
- the owner provides documentation of the last maintenance interval that includes the front end check of dust seals on the ball joints
- the Volkswagen part number is on the control arm



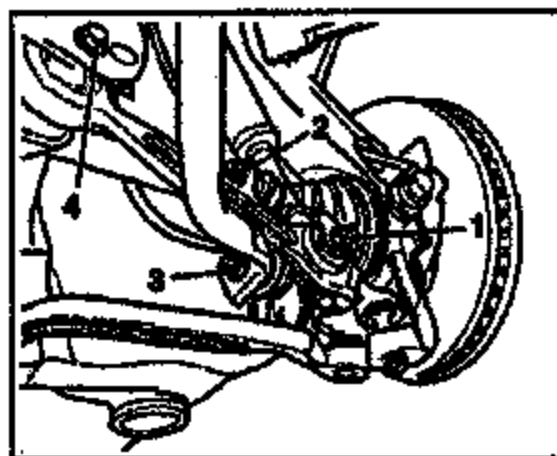
- Remove front wheel

IMPORTANT! Protect CV boot to prevent damage

- Remove nut securing control arm ball joint to the bearing housing

- ⇐ Using ball joint puller tool 3287 A, press control arm ball joint out of the bearing housing

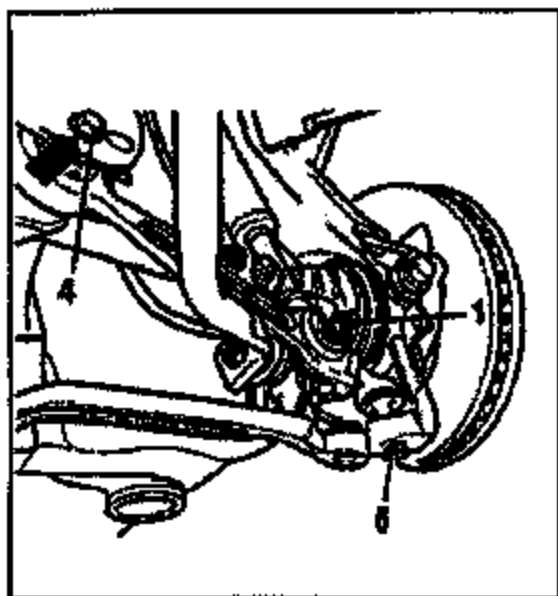
IMPORTANT! Do not damage rubber boot on the ball joint



- ⇐ Remove bolt and nut -1- securing front strut to control arm

- ⇐ Remove nuts -2- & -3- with link between control arm and stabilizer bar

- ⇐ Remove bolt -4- with nut and lower control arm

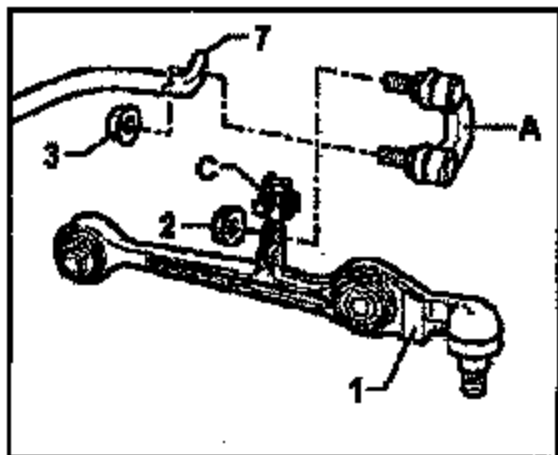


⇐ Install new control arm (4D0 407 151 P) into position and insert new bolt -4- (N 102 949 01) into inner hole -arrow-

- Use new nut (N 101 064 02) and hand tighten bolt to hold control arm in position

IMPORTANT! All chassis components bolts with bonded rubber bushings must be tightened with the suspension in the curb weight position (wheels on the ground)

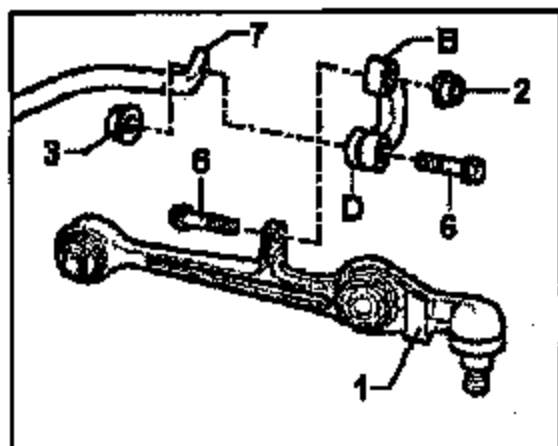
- ⇐ Using new nut -5- (4D0 407 844 A) secure control arm ball joint to bearing housing and tighten to 100 Nm (74 ft. lbs.)
- ⇐ Align front strut to control arm, insert bolt with new nut -1- (N 101 064 02) and lightly tighten nut to hold front strut in position



IMPORTANT! This illustration shows link -A- with ball joints and is on most vehicles up to vehicle Identification number (VIN) 3B_X_213726

Clamp -C- must be reinstalled with link that has ball joints

- ⇐ If vehicle has link -A- with ball joints between control arm -1- and stabilizer bar -7-, reinstall link, clamp -C- and new nuts -2- & -3- (N 102 881 02)
- ⇐ Tighten nuts -2- & -3- to 100 Nm (74 ft. lbs.)



IMPORTANT! This illustration shows link -B- with bonded rubber bushings and is on vehicles after VIN 3B_X_213726

Clamp -C-, shown in previous illustration, is not used

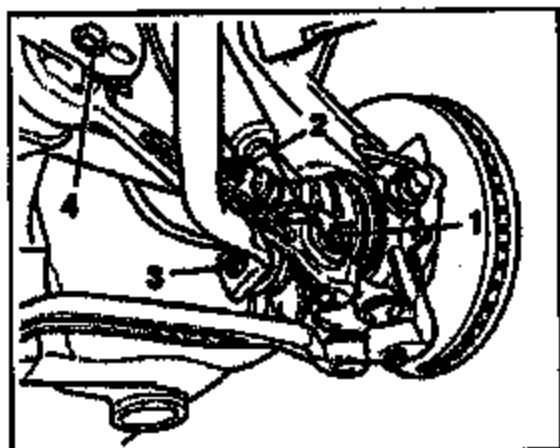
Permanently mounted shim -D- on the link must be bolted to the stabilizer bar

- ⇐ If vehicle has link -B- with bonded rubber bushings between control arm -1- and stabilizer bar -7-, reinstall link with bolts -6- and new nuts -2- & -3- (N 102 881 02) and hand tighten

IMPORTANT! Bonded rubber bushings can only be turned to a limited extent

Bolted connections should be tightened with wheels on the ground

- Lower transmission Jack V.A.G 1383 A and remove protection from around CV boot
- Reinstall wheel and hand tighten wheel lug bolts
- Lower vehicle to the ground and tighten wheel lug bolts in a crosswise direction to 120 Nm (89 ft. lbs.)



- ⇐ If link between stabilizer bar and control arm has bonded rubber bushings, tighten nut -2- & -3- to 40 Nm (30 ft. lbs.) plus turn an additional 90° (1/4 turn)
- ⇐ Tighten nut -1- to 90 Nm (66 ft. lbs.)
- ⇐ Tighten bolt -4- to 60 Nm (59 ft. lbs.) plus turn an additional 90° (1/4 turn)

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**