



Frequently Asked Questions (FAQ) Voluntary Safety Recall 42G3 – **UNITED STATES ONLY**

SUMMARY

- **Campaign Code:** 42G3
- **Launch Date:** April 2012
- **Code Visibility Date:** April 2012
- **Customer Notification Date:** April 2012
- **Circular Release Date:** April 2012
- **Allocation List Release Date:** Due to the small number of affected vehicles, and because Customer CARE will be making outbound calls to affected customers, electronic allocation lists will not be posted for this campaign.
- **Affected Vehicles:**
United States: 2012 model year Volkswagen Routan
- **Number of Vehicles Affected:** United States: 15 (fifteen)
- **Problem Description:** Some vehicles may be equipped with rear hub and bearing assemblies that have an incomplete machining operation, which could result in a decrease in extended mileage durability, which could eventually result in wheel separation.
- **Corrective Action:** Dealers will replace the rear hub and bearing assembly in affected vehicles. This work will be performed at no cost to customers.

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 Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Can the vehicle be driven until it is repaired?

Yes, affected vehicles can continue to be driven as usual.

How are parts for affected inventory vehicle being handled?

Due to the small number of affected vehicles, parts will be blocked from ordering. Volkswagen has placed red orders on behalf of all dealers who have affected vehicles in inventory.

What should dealers do if they have any affected vehicles in dealer inventory?

Volkswagen has contacted dealers with affected vehicles in inventory. Dealers will also be able to use their VIM report to identify any affected vehicles that may be in their inventory. These vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until the recall repair has been performed.

Can a dealer deliver a new vehicle affected by this recall to a customer before the recall repair has been completed?

No. Under no circumstances should a new vehicle affected by this recall be delivered to a customer until such time that the recall repair has been completed. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. 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.

What is the customer notification plan, and how are parts for these vehicles being handled?

Due to the small number of customer vehicles affected by this action, Volkswagen Customer CARE will be making outbound calls to affected customers in lieu of a mailed notification letter. Customer CARE will also be helping to arrange repair appointments for these customers.

- **Parts allocation for inventory cars:** Due to the small number of vehicles affected by this action, parts allocation will be made to support affected inventory vehicles in dealer stock. Please note that parts are on block.
- **Parts allocation for customer cars:** Volkswagen Customer CARE will be making outbound calls to inform customers of this campaign. They will arrange the service appointment for the customer. Dealers will order parts by VIN only by contacting the Parts Special Services Team at vwoaspecialservices@vw.com with the authorization number provided from Customer CARE. If a customer comes to your dealership and there is no authorization number from Customer CARE order parts by VIN only by contacting the Parts Special Services Team at vwoaspecialservices@vw.com

Please keep in mind that, due to the small number of affected vehicles, parts will be blocked from regular ordering.

Is a loaner vehicle being covered under this action?

No, loaner vehicles cannot be claimed under this campaign. Customers requiring a loaner vehicle should be covered under the existing alternative transportation program.

Is towing being covered under this action?

No, towing is not covered under this campaign.

Who should dealers contact if they have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Volkswagen Public Relations.

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