



Das Auto.

## Frequently Asked Questions (FAQ) Safety Recall 40K9 – Front Stabilizer Links

### SUMMARY

n **Campaign Code:** 40K9

n **Affected Vehicles:** 2015MY Volkswagen Golf/GTI

**Problem Description:** Due to insufficient torque performed at the factory during vehicle assembly, the stabilizer link fasteners may loosen further over time. If this happens, there will be considerable noise coming from the front of the vehicle. In rare cases, this can lead to the stabilizer link detaching and interfering with the vehicle's steering, leading to an increased steering effort. Unexpected increased handling effort may lead to a crash without warning.

**Corrective Action:** Replace the front stabilizer links.

### 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/Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.***

### What precautions should customers take?

If, while driving, you hear unusual, loud noise coming from the front of the vehicle, please stop driving immediately if it is safe to do so and be prepared to experience an increased steering effort. Have your vehicle towed to the nearest authorized Volkswagen dealer (or qualified workshop) in order to have the front stabilizer links inspected.

### What is the parts allocation plan for this action?

- Parts allocation will take place prior to customer notification.
- The Targeted Allocation program will be used in support of this campaign.
- Please refer to the dealer letter and Campaign Data Sheet for information regarding the Completion Factor/Replacement rate for your calculations.
- If additional parts are required for critical cases, please contact the Parts Specialists at 800-767-6552.

### Is a loaner vehicle being covered under this action?

No. A loaner vehicle is not being covered under this action.

### Is towing being covered under this action?

No. Towing is not covered under this action.

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

Dealers can use their most current VIM report to identify any affected vehicles that may be in their inventory. In the interest of customer satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this repair has been performed.

#### 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.

**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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