



## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: July 09, 2014

To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator

Subject: Safety Recall 40K9 / Stop Sale STP3  
2015MY Volkswagen Golf/GTI  
Front Stabilizer Links

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

This is to inform you about voluntary safety recall 40K9 for the front stabilizer links on certain 2015MY Golf and GTI vehicles. This safety recall replaces stop-sale code STP3 on affected dealer inventory vehicles.

- On July 09, 2014 an initial parts allocation will be sent to dealers. While this allocation will be based upon the number of affected vehicles in your inventory, we ask that affected customer vehicles be given priority over inventory units for repair.
- On July 10, 2014, safety recall code 40K9 will be visible on all affected vehicles in Elsa, and repair instructions will be available in Elsa and ServiceNet.
- A second parts allocation will be made to dealers prior to customer notification (on or before July 22, 2014).

#### What should dealers do?

- The affected inventory vehicles will be identified on a dealer's VIM report with the campaign code 40K9. Only dealers with inventory vehicles affected by this action will see vehicles tagged with 40K9 on their VIM report.
- If you have an affected vehicle, ***DO NOT*** sell, lease, or dealer-trade it until the recall repair has been made. If you are using an affected vehicle as a demo, discontinue using it immediately.
- Please keep any affected vehicle in a secure area where it cannot be made available for sale, lease or trade until the recall repair has been made.

#### 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.***

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Product Compliance

Attachment: Campaign Data Sheet (1)



Das Auto.

# CAMPAIGN DATA SHEET

<b>CAMPAIGN TYPE</b>		<b>SAFETY RECALL</b>	
<b>SAGA CODE</b>		<b>40K9</b> (replaces stop-sale code STP3)	
<b>MARKET(S)</b>		United States and Canada	
<b>AFFECTED VEHICLES</b>		2015 MY Volkswagen Golf/GTI	
<b>TOPIC</b>		Front Stabilizer Links	
<b>PROBLEM DESCRIPTION</b>		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.	
<b>CORRECTIVE ACTION</b>		Replace the front stabilizer links on affected vehicles.	
<b>CUSTOMER NOTIFICATION DATE</b>		On or about July 22, 2014	
<b>ELSA VISIBILITY DATE</b>		July 10, 2014	
<b>VIM VISIBILITY DATE</b>		July 10, 2014	
<b>VEHICLE COUNT</b>	<b>TOTAL AFFECTED</b>	<b>USA:</b> Approximately 2,001	<b>CANADA:</b> Approximately 446
	<b>DEALER INVENTORY</b>	<b>USA:</b> Approximately 705	<b>CANADA:</b> Approximately 108
	<b>CPO INVENTORY</b>	<b>USA:</b> 0	<b>CANADA:</b> 0
<b>APPROXIMATE REPAIR TIME</b>		Up to 50 TU	
<b>SPECIAL TOOLS NEEDED?</b>		SEE WORK PROCEDURE INSTRUCTIONS	
<b>PARTS REQUIRED</b>		YES - SEE WORK PROCEDURE INSTRUCTIONS	
<b>COMPLETION FACTOR/REPLACEMENT RATE (TARGETED ALLOCATION INFORMATION)</b>		Targeted Allocation <u>not</u> applicable to this recall	
<b>PROJECTED DEALER RETURN BLOCK DATE</b>		TBD	
<b>INITIAL PARTS ALLOCATION DATE</b>		July 09, 2014	
<b>TECHNICIAN TRAINING REQUIRED?</b>		SEE WORK PROCEDURE INSTRUCTIONS	
<b>EXPIRATION DATE</b>		NONE	
<b>ADDITIONAL INFORMATION</b>		<b><u>Important Reminder on Vehicles Affected by Safety and Compliance Recalls:</u> 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.</b>	

IMPORTANT! 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. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.