



## **VOLKSWAGEN DEALERSHIP COMMUNICATION**

Date: October 20, 2014

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

Subject: Upcoming Voluntary Safety Recall  
Rear Axle Trailing Arms (Post-Impact Crash Damage)  
2011-2013 MY Jetta and 2012-2013 MY Beetle/Beetle Convertible

### **IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION**

## **Upcoming Voluntary Safety Recall**

Volkswagen has notified the NHTSA and Transport Canada of an upcoming voluntary safety recall affecting certain 2011-2013 MY Jetta and 2012-2013 MY Beetle/Beetle convertible vehicles.

Preliminary information regarding this upcoming voluntary safety recall is included in the attached Campaign Data Sheet.

- Parts to complete the recall repair are currently being manufactured and will not be available until sometime in the first quarter of 2015. We will provide you with updates about this recall as they become available.
- An interim customer notification about this upcoming voluntary safety recall is planned for late October, 2014. Customers who have a vehicle that has been involved in rear or rear-side impact collision will be invited to bring their vehicle to an authorized Volkswagen dealer for a post-crash damage inspection.
- Inspection instructions, along with associated information on entering claims, will be provided to dealers prior to this interim customer notification.

We will communicate additional information as it becomes available. 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)



## CAMPAIGN DATA SHEET

<b>CAMPAIGN TYPE</b>		<b>Safety Recall</b>
<b>SAGA CODE</b>		<b>To be provided at a later date</b>
<b>MARKET(S)</b>		United States and Canada
<b>AFFECTED VEHICLES</b>		2011-2013 MY Jetta and 2012-2013 MY Beetle/Beetle convertible vehicles
<b>TOPIC</b>		Rear Axle Trailing Arms (Post-Impact Crash Damage)
<b>PROBLEM DESCRIPTION</b>		<p>If a repair facility does not correctly diagnose or replace damaged rear axle components after a rear or side-rear impact crash severe enough to cause deformation of one or both rear axle trailing arms, the durability of the trailing arm(s) could be reduced, later leading to sudden fracture of the trailing arm. A sudden trailing arm fracture may lead to loss of vehicle control and could result in a crash without warning.</p> <p>There have been no reports of accidents or injuries as a result of this concern in the United States or in Canada.</p>
<b>CORRECTIVE ACTION</b>		<p>For all vehicles affected by this recall, dealers will inspect the vehicle for collision damage and, provided no damage is present, install a sheet metal inlay on both rear axle trailing arms. We anticipate having parts available for the <u>recall repair</u> in the first quarter next year. Volkswagen will notify customers via first-class mail just as soon as dealers are able to begin the <u>recall repair</u>.</p> <p><b><u>In the interim</u></b>, an initial customer notification is planned for late October, 2014. Affected customers will be instructed that, if their vehicle has been in a rear or rear-side impact collision (or if such a collision occurs prior to the recall repair being available), to make an appointment with an authorized Volkswagen dealer. Dealers will inspect the rear axle trailing arms in your vehicle for collision damage. This inspection will be performed free of charge.</p> <ul style="list-style-type: none"> <li>· If no damage is found during the inspection, customers may continue to drive the vehicle as usual.</li> <li>· If damage is found during the inspection, dealer will advise the customer of the repairs needed for proper vehicle repair. <i>All parts and labor costs associated with collision-related damage are solely the customer's responsibility, and are <u>not</u> covered under this recall or under any Volkswagen warranty.</i></li> </ul> <p><b>Inspection instructions, along with associated information on entering claims, will be provided to dealers prior to the interim customer notification mailing.</b></p>
<b>CUSTOMER NOTIFICATION DATE</b>		Interim customer notification: anticipated to begin in late October 2014
<b>ELSA VISIBILITY DATE</b>		Prior to the interim customer notification in late October 2014
<b>VIM VISIBILITY DATE</b>		Anticipated in late October 2014
<b>VEHICLE COUNT</b>	<b>TOTAL AFFECTED</b>	<b>USA:</b> Approximately 442,000 <b>CANADA:</b> Approximately 126,000
<b>EXPIRATION DATE</b>		NONE

**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.