

## **VOLKSWAGEN DEALERSHIP COMMUNICATION**

Date: December 01, 2014

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

Subject: Safety Recall 42G7 – Rear Axle Safety Inspection 2011-2013 MY Jetta and 2012-2013 MY Beetle

## IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION Safety Recall 42G7 – Rear Axle Safety Inspection

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

Because parts to complete the recall repair are currently being manufactured and will not be available until sometime in the first quarter of 2015, Volkswagen is implementing an interim inspection as a courtesy to determine the condition of the rear axle trailing arms in the identified vehicles.

We anticipate that only a few rare cases will be found with undiagnosed/unrepaired damage to these components.

This recall does not address a vehicle design or manufacturing defect; rather, the potential for this defect to be present can only occur <u>after</u> an affected vehicle has sustained damage to rear axle components as described above, and only if the damage is not properly repaired.

- On or about December 02, 2014, safety recall code 42G7 will show in Elsa for all affected vehicles.
- The interim customer notification for this inspection will take place on or before December 16, 2014.
- Inspection and claiming instructions will be available on or about December 02, 2014.

## 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.

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**



CAMPAIGN DATA SHEET		Das Auto.
CAMPAIGN TYPE		Safety Recall
SAGA CODE		42G7
MARKET(S)		United States and Canada
AFFECTED VEHICLES		2011-2013 MY Jetta and 2012-2013 MY Beetle
TOPIC		Rear Axle Safety Inspection
PROBLEM DESCRIPTION		If an affected vehicle had sustained damage to rear axle components (from a rear or side-rear impact crash or after striking a high road obstacle while driving in reverse at higher speed) and a repair facility did not correctly diagnose/repair rear axle trailing arm damage, the durability of the trailing arm(s) could be reduced. This can lead to a sudden fracture of the trailing arm, a loss of vehicle control, and a crash without warning.
		This recall does not address a vehicle design or manufacturing defect; rather, the potential for this defect to be present can only occur <u>after</u> an affected vehicle has sustained damage to rear axle components as described above, and only if the damage is not properly repaired.
CORRECTIVE ACTION		In early 2015, Volkswagen will be conducting safety recall to install a sheet metal inlay on the rear axle trailing arms. We will notify customers via first-class mail when this repair becomes available.
		In the interim, customers may schedule an appointment with an authorized Volkswagen dealer for a free-of-charge rear axle safety inspection.
		<b>Note:</b> This interim action is for an inspection only. The safety recall is expected to be available in early 2015. At that time, customers will be notified to bring their vehicle in for the recall service.
CUSTOMER NOTIFICATION DATE		On or before December 16, 2014
ELSA VISIBILITY DATE		On or about December 02, 2014
VIM VISIBILITY DATE		On or about December 02, 2014
	TOTAL AFFECTED	USA: Approximately 442,000 CANADA: Approximately 126,000
VEHICLE COUNT	DEALER INVENTORY	<b>USA:</b> 0 <b>CANADA:</b> 0
	CPO INVENTORY	USA: Approximately 3,879 CANADA: Approximately 1,339
APPROXIMATE INSPECTION TIME		30 TU
SPECIAL TOOLS NEEDED?		SEE WORK PROCEDURE INSTRUCTIONS
EXPIRATION DATE		NONE
ADDITIONAL INFORMATION		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.

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.