



## Frequently Asked Questions (FAQ) Voluntary Safety Recall

### SUMMARY

**Campaign Code:** To be provided at a later date

**Affected Vehicles:** 2011-2013 MY Volkswagen Jetta and 2012-2013 MY Volkswagen Beetle & Beetle Convertible

**Problem Description:** 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.

There have been no reports of accidents or injuries as a result of this concern in the United States or in Canada.

**Corrective Action:** 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 recall repair in the first quarter next year. Volkswagen will notify customers via first-class mail just as soon as dealers are able to begin the recall repair.

**In the interim**, 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 for collision damage. This inspection will be performed free of charge.

- If no damage is found during the inspection, customers may continue to drive the vehicle as usual.
- If damage is found during the inspection, dealer will advise the customer of the repairs needed for proper vehicle repair. *All parts and labor costs associated with collision-related damage are solely the customer's responsibility, and are not covered under this recall or under any Volkswagen warranty.*

**Inspection instructions, along with associated information on entering claims, will be provided to dealers prior to the interim customer notification mailing.**

**FOR RECALLS ONLY:** 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.

### What is the recall rollout plan for this action?

- Parts to complete the recall repair on affected vehicles 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 anticipated to take place in 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 the interim customer notification mailing.
- Once recall parts are available, customers will be notified again via first-class mail. We anticipate that this will take place sometime in the first quarter of 2015.

#### 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 for this action?**

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.

Once recall parts are available, customers will be notified again via first-class mail. We anticipate that this will take place sometime in the first quarter of 2015.

**If post-collision damage is found during inspection, are the repairs covered by Volkswagen?**

No. If damage is found during vehicle inspection, dealers should advise the customer of the repairs needed for proper vehicle repair. All parts and labor costs associated with collision-related damage are solely the customer's responsibility, and are NOT covered under this recall or under any Volkswagen warranty.

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

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.

**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.

**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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