



Das Auto.

Frequently Asked Questions (FAQ) Rear Axle Safety Inspection – Safety Recall 42G7

SUMMARY

SAGA Code: 42G7

Affected Vehicles: certain 2011-2013 MY Volkswagen Jetta and 2012-2013 MY Volkswagen Beetle vehicles

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 *after* 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.

Note: *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.*

FOR 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.

Why will an interim customer notification take place for this recall?

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 *after* an affected vehicle has sustained damage to rear axle components as described above, and only if the damage is not properly repaired.

When will dealers and customers be notified of the interim inspection program, and when will the code for the interim inspection show open on affected vehicles?

- Dealer notification will take place on or about December 01, 2014.
- The 42G7 circular will be available on or about December 02, 2014.
- The 42G7 code will be live in Elsa on or about December 02, 2014.
- The interim customer notification will take place on or before December 16, 2014.

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 can a customer expect during this interim inspection, and what are the possible outcomes of a vehicle inspection conducted under this program?

A letter about the inspection will be sent to all customers affected by this recall. Customers are being advised as follows:

If you suspect that your vehicle had sustained rear axle damage as described in this letter, please make an inspection appointment with your authorized dealer without delay. The inspection will take approximately one (1) hour to complete.

If you believe your vehicle has never sustained rear axle damage as described in this letter, there is nothing you need to do at this time.

Customers who choose to have this inspection completed will need to make an appointment with their authorized Volkswagen dealer.

The inspection will take less than an hour to complete, and will be performed free of charge.

- If, during the inspection, the rear axle is found to have no damage and is within the correct specifications, nothing further will be required until the recall solution becomes available in early 2015.
- If, during the inspection, the rear axle is found to be damaged and is not within the correct specifications, customers should be advised of the repairs needed to bring their vehicle back to factory specifications.

Dealers should refer to the 42G7 circular for inspection procedures and additional instructions.

What if a customer declines the interim inspection?

As with any other campaign, a customer may decline the work if they choose. Dealers should follow the instructions in the 42G7 circular if a customer declines this campaign.

What if damage is discovered during this inspection but the customer declines repairs?

Dealers should refer to the 42G7 circular for instructions on handling vehicles with rear axle damage present.

As with any other service, a customer may decline the work if they choose. Dealers should follow established dealership policy if a customer declines repairs.

If a customer is not the original owner and does not know whether or not their vehicle has ever had damage to rear axle components, are they eligible for the inspection?

Customers with vehicles showing the 42G7 code open on their vehicle may have the vehicle inspected free of charge.

If a customer has had collision damage repaired, should they have this interim inspection performed?

Yes. Customers with vehicles showing the 42G7 code open on their vehicle may have the vehicle inspected for rear axle damage free of charge.

What if, during inspection, my dealership discovers improper repair or aftermarket components/modifications?

Vehicles with aftermarket components/modifications should be addressed according to established policy.

What is the parts allocation plan for this interim inspection?

Because this is an interim inspection only, no parts are being allocated. Dealers should refer to the 42G7 circular for inspection procedures and additional instructions.

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.

Is a loaner vehicle being covered under the 42G7 inspection?

No. A loaner vehicle is not being covered under the 42G7 inspection.

Is towing being covered under the 42G7 inspection?

No. Towing is not covered under the 42G7 inspection.

What is the recall repair solution?

A sheet metal inlay will be installed on the rear axle trailing arms of affected vehicles. In the event of an actual fracture, the sheet metal inlay will keep both ends of a fractured trailing arm in position and generate a severe, audible indication (noise) from the rear trailing arm(s), alerting the driver that there is a problem and to have the vehicle inspected immediately.

We will notify affected customers via first-class mail in early 2015, once parts become available.

Will customers be notified again once the recall repair solution/parts become available?

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

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.

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.