



Das Auto.

Frequently Asked Questions (FAQ) Safety Recall 42G8

SUMMARY

Safety recall 42G8 replaces Safety Recall 42G7.

SAGA Code: 42G8

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: Install a sheet metal inlay on the rear axle trailing arms.

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.

When will dealers and customers be notified, and when will the recall code show open on affected vehicles?

- Dealer notification will take place on or about April 06, 2015.
- The 42G8 circular will be available on or about April 07, 2015.
- The 42G8 code will be live in Elsa on or about April 07, 2015.
- The customer notification will begin on or about April 07, 2015.

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.

What can a customer expect during this recall repair?

Dealers will inspect the rear axle to ensure that it is within the correct specifications, and then install the inlays on the rear axle trailing arms. This work can take up to two hours to complete, and will be performed free of charge.

Customers who have already had an inspection performed under Safety Recall 42G7 will still have their vehicle inspected under Safety Recall 42G8 prior to inlay installation.

- 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.

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 if a customer declines the recall repair?

As with any other campaign, a customer may decline the work if they choose. Dealers should follow the instructions in the 42G8 circular if a customer declines this campaign.

If a customer has collision damage, should they have this recall performed?

Customers with a vehicle showing signs of collision damage should be addressed according to established policy.

What if, during the recall, 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 recall?

Parts will be allocated prior to customer notification via the Targeted Allocation process. Please refer to the 42G8 circular for additional information.

Is a loaner vehicle being covered under the 42G8 recall?

No. A loaner vehicle is not being covered under the 42G8 recall.

Is towing being covered under the 42G8 recall?

No. Towing is not covered under the 42G8 recall.

How are customers being notified of this recall?

Customers will be notified of this recall via first-class mail.

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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