

## IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. 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. **If you have questions regarding this or any other campaign, please contact Warranty.**



# Safety Recall – Interim Inspection

Code: 42G7

**Subject: 2011-2013 MY Jetta and 2012-2013 MY Beetle  
Rear Axle Safety Inspection**

December 02, 2014

### 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.*

### Affected Vehicles

**U.S.A. and CANADA:**

**2011-2013 MY Jetta  
2012-2013 MY Beetle**

**Verify the open Campaigns/Actions screen in Elsa to determine if the VIN# applies to this Campaign/Action**

### **NOTE:**

- *Elsa is the only valid campaign inquiry/verification source. Check Elsa on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".*
- *If this repair appears to have already been performed on the vehicle but the code still shows open in Elsa, contact Warranty before proceeding further, e.g. a dealer may have recently performed this repair but not yet entered a claim for it in the system.*
- *Elsa may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this campaign.*
- *Contact Warranty if you have any questions.*

### Inventory Vehicle Open Campaign/Action Report (VIM)

On or about December 02, 2014, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on [www.vwhub.com](http://www.vwhub.com) & VIM). A list will not be posted for dealers who do not have any affected vehicles.

### Parts Information and Allocation

Since this is an inspection only, no parts are required.

### Interim Owner Notification Mailing

On or before December 16, 2014, customer mailing for this interim inspection will take place. A sample copy of the owner letter is enclosed.

### Campaign Completion Labeling Guidelines

Vehicles inspected under this action must be identified with a campaign completion label (part number CAMP 010 000). Labels can be ordered at no cost online via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com).

### 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 Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.***

## Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in Elsa.** Claims will only be paid for vehicles that show this campaign open in Elsa on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

### **Saga Claim Entry Procedure**

Check Elsa to determine if this campaign is open.

**Service No.:** 42G7

**Damage Code:** 0099

#### Parts Manufacturer

**Removed part:** Use vendor code **WVO**

Sold vehicle = 7 10

Unsold vehicle = 7 90

#### Accounting Instructions

##### Criteria I.D. 01 or 02

Inspect rear axle trailing arms, no damage found.

**Repair operation: 0183 00 99 30 T.U.**

\*\*\*OR\*\*\*

Inspect rear axle trailing arms, damage found.

**Repair operation: 4205 02 99 30 T.U.**

**NOTE: DO NOT CLAIM REAR AXLE REPLACEMENT OR LOANER VEHICLE UNDER RECALL 42G7**

*There is NO reimbursement for Vehicle Wash or Loaner under recall 42G7*

#### If customer refused inspection

**U.S. dealers:** Submit the request through WISE under the Campaigns/Update/Recall Closure option.

**Canadian dealers:** Fax the Repair Order to Warranty at (905) 428-4811 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date.

## Customer Letter Example (USA)

**Subject: Upcoming Safety Recall and Rear Axle Safety Inspection**  
**2011-2013 Model Year Volkswagen Jetta**  
**2012-2013 Model Year Volkswagen Beetle**

### IMPORTANT

This letter is to inform you about an upcoming safety recall and a free-of-charge rear axle safety inspection. You will receive another recall letter via first-class mail in early 2015 once Volkswagen has parts available to address the safety recall affecting your vehicle.

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2011-2013 model year Jetta and 2012-2013 model year Beetle vehicles.

This recall does not address a vehicle design or manufacturing defect; rather, the potential for this defect to be present can only occur *after* your vehicle has sustained damage to rear axle components as described below, and only if the damage is not properly repaired. Our records show that you are the owner of a vehicle that could possibly be affected by this issue.

**What is the problem?** If your 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.

In early 2015, Volkswagen will be conducting safety recall to install a sheet metal inlay on the rear axle trailing arms. We will notify you via first-class mail when this repair becomes available.

In the interim, you may schedule an appointment with your authorized Volkswagen dealer for a free-of-charge rear axle safety inspection.

**What should you do?** 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.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Can we assist you further?** If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.,  
Attn: Customer CARE (42G7)  
3800 Hamlin Road, Auburn Hills, MI 48326  
1-800-893-5298  
[www.vw.com](http://www.vw.com)

**Checking your vehicle for open recalls and Service Campaigns** To check your vehicle's eligibility for this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at [www.vw.com](http://www.vw.com) and enter your Vehicle Identification Number (VIN). As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen dealer.

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection

## Customer Letter Example (CANADA)

**Subject: Upcoming Safety Recall and Rear Axle Safety Inspection**  
**2011-2013 Model Year Volkswagen Jetta**  
**2012-2013 Model Year Volkswagen Beetle**

### IMPORTANT

This letter is to inform you about an upcoming safety recall and a free-of-charge rear axle safety inspection. You will receive another recall letter via first-class mail in early 2015 once Volkswagen has parts available to address the safety recall affecting your vehicle.

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2011-2013 model year Jetta and 2012-2013 model year Beetle vehicles.

This recall does not address a vehicle design or manufacturing defect; rather, the potential for this defect to be present can only occur *after* your vehicle has sustained damage to rear axle components as described below, and only if the damage is not properly repaired. Our records show that you are the owner of a vehicle that could possibly be affected by this issue.

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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.

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**Can we assist you further?** If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

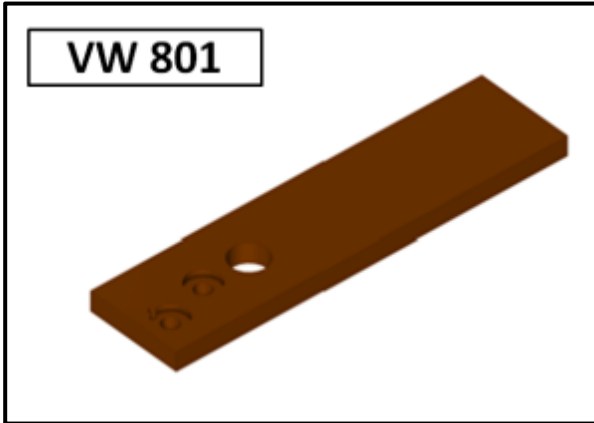
Volkswagen Canada  
Attn: Customer Relations (42G7)  
PO Box 842, Stn. A  
Windsor, ON N9A 6P2  
1-800-822-8987  
[www.vw.ca](http://www.vw.ca)

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection

Required Tools:



- VW 801 – Crankshaft holding fixture (or equivalent)

**i** Tip: The tool VW 801 serves as a “straight-edge” for the purpose of measuring the straightness of the trailing arms. An equivalent straight edge tool can also be used but must measure between 11.8 to 12.5 inches (~300mm) in length.



**i** Tip: Example of equivalent tool: Carpenter square measuring 12 inches (~300mm) in length.



- 3371 – Gauge, gap adjustment

## Work Procedure



Tip: If Campaign Completion label is present, no further work is required

Applicable Criteria ID (s)	Campaign/Action Status
01	Open

**EXAMPLE**

### Section A – Check for Previous Repair

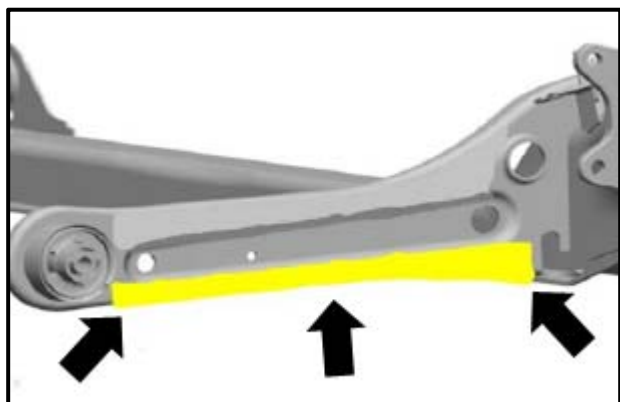
- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen



Tip: On the date of repair, print this screen and keep a copy with the repair order

- ⇐ Ensure that the Status is “Open”  
<arrow 2>
- ⇐ Note the Applicable Criteria ID  
<arrow 1> for use in determining the correct work to be done and corresponding parts associated

### Proceed to Section B

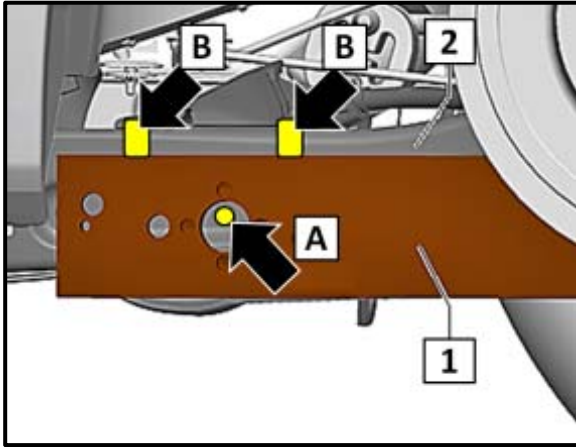


### Section B – Inspect Trailing Arms



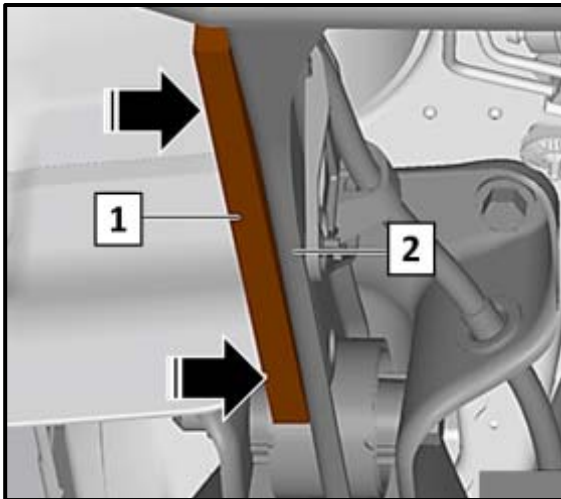
**Note:** This procedure must be performed on both rear trailing arms.

- Raise vehicle on hoist.
- Remove both rear wheels.
- ⇐ Clean both rear trailing arms in the area <arrows> highlighted in yellow.



⇐ Hold tool VW 801 <1> or equivalent against the trailing arm <2> with the hole of the tool aligned over the parking brake rivet <arrow A> and below the parking brake bracket <arrows B>.

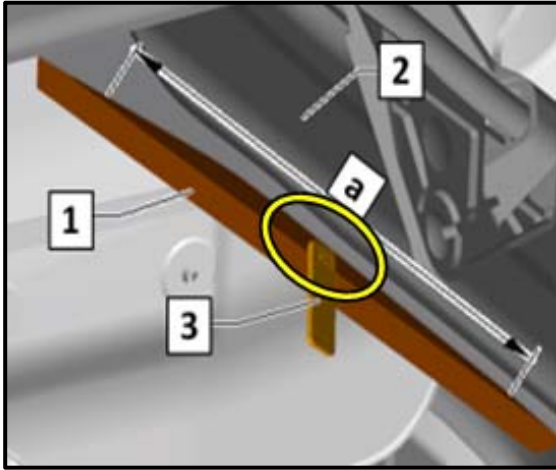
**i** Tip: Trailing arm surface must be clean and free of any debris that could influence the measurement.



**!** **Note:** Tool VW 801 <1> must rest flat against the trailing arm <2>.



- Hold the blue (1.25mm thickness) and the white (1.0mm thickness) gauges together to achieve a 2.25mm measurement.



← Use tool 3371 <3> to check for a gap between the straight edge tool <1> and the trailing arm <2>.

← Measure the gap in center of the trailing arm where shown <circle>.

- If the gauges fit between the straight edge and the trailing arm (greater than 2.25mm) on either or both side(s) of the vehicle, the rear axle must be replaced. **Inform the customer of the concern, note findings on the repair order accordingly, and Continue to Section C.**
- If the gauges do not fit between the straight edge and the trailing arm (less than 2.25mm) on both sides of the vehicle, the rear axle is within tolerance. **No further work required. Lower vehicle on hoist, and then Continue to Section D.**

### Section C – Obtain Authorization for Rear Axle Replacement & Perform Rear Axle Replacement



**Note: Due to limited parts availability, replacement rear axles have been blocked for all service needs.**

**If damage is found as a result of this inspection, follow the instructions below to obtain a parts release authorization.**

**Your QTM/TQM will inspect the vehicle and provide repair authorization (as applicable).**

**Claims for rear axle replacements will be handled separately from this campaign. Your QTM/TQM will provide claiming information.**

**Claims for rear axle replacements performed without VTA ticket/Technical Assistance Helpline and QTM/TQM authorization will be denied.**

- Inform customer that rear axle was found to be damaged/out of specification, and advise customer that a Volkswagen engineer will be sent to the dealership to evaluate the vehicle.
- Create a VTA ticket and contact the Volkswagen Technical Assistance Helpline.



- Technical Assistance Helpline will dispatch a QTM/TQM to evaluate the vehicle condition and provide repair authorization (as applicable).
- Provide customer with information as to estimated timing for QTM/TQM inspection/vehicle evaluation.
- Follow established dealership process to place customer in alternate transportation as needed.
- Follow repair/claiming instructions as provided by your QTM/TQM.



**Note: Rear axle replacement must be claimed according to QTM Instructions.**

**DO NOT CLAIM REAR AXLE REPLACEMENT UNDER RECALL 42G7**

**Proceed to Section D – Install Campaign Completion Label**

#### **Section D - Install Campaign Completion Label**

- Open the hood.

Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



**Tip:** Ensure Campaign Completion label does not cover any existing label(s)

- Close the hood

**ALL WORK IS COMPLETE**

## APPENDIX A – INSPECTION USING CARPENTER SQUARE ALTERNATIVE



**i** Tip: Example showing carpenter square alternative. Hold the edge of the square against the trailing arm.



**i** Tip: Example showing carpenter square alternative measuring method. Use tool 3371 inserted along the edge to inspect for trailing arm deformation.



**i** Tip: Example showing where the trailing arm measurement should be taken. Measure the gap between the square and the trailing arm in the center of the trailing arm.