

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 **REVISION**

Code: 42G8

**Subject: 2011-2013 MY Jetta and 2012-2013 MY Beetle
Rear Axle Trailing Arm Inlay Installation**

April 08, 2015

Revision Summary

Additional steps added to the repair procedure.

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

Inspect the rear axle of affected vehicles and install a sheet metal inlay on the rear axle trailing arms.

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 April 07, 2015, affected vehicles were be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vw.com & VIM). A list was not posted for dealers who do not have any affected vehicles.

Parts Information and Allocation

- Parts allocation took place prior to customer notification.
- The Targeted Allocation program was used in support of this campaign.
- Please refer to the dealer letter and Campaign Data Sheet for information regarding the Completion Factor/Replacement Rate for your targeted allocation calculations.
- If additional parts are required for critical cases, please contact the Parts Specialists at 800-767-6552.

Owner Notification Mailing

On or before April 07, 2015, customer notification took 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.vw.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.: 42G8
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 – Vehicles with rear disc brakes only

Inspect rear axle trailing arms, no damage found. Install inlays on both rear axle trailing arms.

Repair operation: 4205 02 99 110 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	5C0 598 375*	Kit (contains inlays + hardware)

***Causal Indicator: Select Part number “5C0 598 375” as causal part**

*** OR***

Criteria I.D. 01 or 02 – Vehicles with rear drum brakes only

Inspect rear axle trailing arms, no damage found. Install inlays on both rear axle trailing arms.

Repair operation: 4205 03 99 130 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	5C0 598 375*	Kit (contains inlays + hardware)

***Causal Indicator: Select Part number “5C0 598 375” as causal part**

NOTE: DO NOT CLAIM REAR AXLE REPLACEMENT OR LOANER VEHICLE UNDER THIS RECALL

There is NO reimbursement for Vehicle Wash or Loaner

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.

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2015 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Customer Letter Example (USA)

Subject: Safety Recall 42G8 – Rear Axle Trailing Arm Inlay Installation
2011-2013 Model Year Volkswagen Jetta
2012-2013 Model Year Volkswagen Beetle

Dear Volkswagen Owner,

This notice is sent to you in accordance with 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.

What will we do? Volkswagen will inspect the rear axle and install a sheet metal inlay on the rear axle trailing arms. This work will take about two hours to complete, and will be performed free of charge.

What should you do? Please contact your authorized Volkswagen dealer without delay to schedule this recall work. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

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.

Reimbursement of Expenses If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

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 (42G8)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-893-5298
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 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: Safety Recall 42G8 – Rear Axle Trailing Arm Inlay Installation
2011-2013 Model Year Volkswagen Jetta
2012-2013 Model Year Volkswagen Beetle

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.

- 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.
- What will we do?** Volkswagen will inspect the rear axle and install a sheet metal inlay on the rear axle trailing arms. This work will take about two hours to complete, and will be performed free of charge.
- What should you do?** Please contact your authorized Volkswagen dealer without delay to schedule this recall work. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.
- Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.
- 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 Canada
Attn: Customer Relations (42G8)
PO Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-822-8987
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 Parts:

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	5C0 598 375	Kit (contains inlays + hardware)

Required Tools:



- VAS 241001 – Measurement Square



- 3371 – Gauge, gap adjustment

Work Procedure

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

EXAMPLE

i TIP

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

Section A – Check for Previous Repair

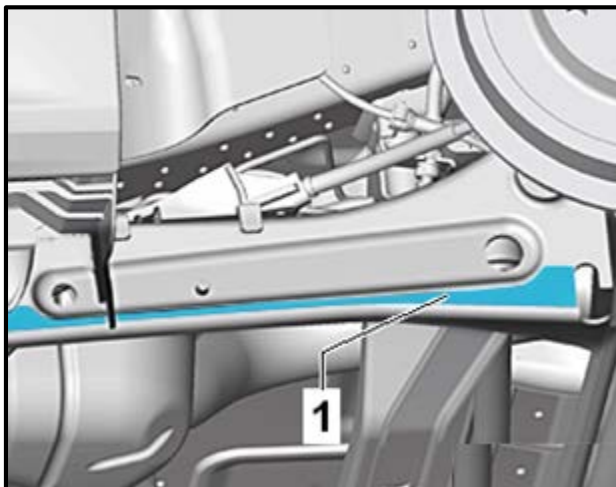
- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen

i 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

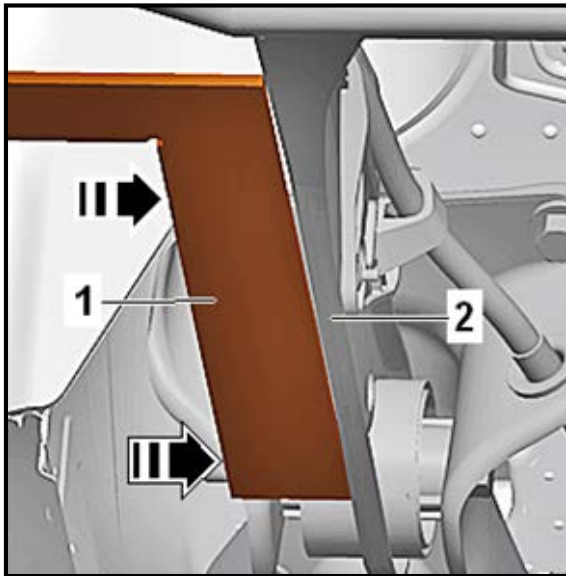
i NOTE

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

- Raise vehicle on hoist.
- ← Clean both rear trailing arms in the area
<1> highlighted in blue.

i TIP

Wheel(s) removed for clarity purposes only. It is not necessary to remove the wheel(s).



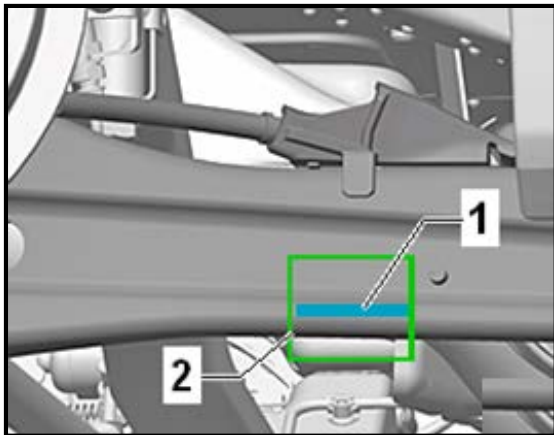
- ⇐ Hold the longer side of the measuring square, VAS241001 <1> against the trailing arm <2> at the bottom <direction of arrows>.

TIP

The trailing arm surface must be clean and free of any debris that could influence the measurement.

NOTE

The measuring square <1> must rest flat against the trailing arm <2>.



- ⇐ Use the measuring square to check for a gap on the surface of the trailing arm <1> inside the test area shown <2>.

- If gap is greater than 2.25 mm on either or both trailing arm(s), **the rear axle must be replaced PRIOR to completing this procedure.**
- If gap is less than 2.25 mm on both trailing arms, the rear axle is within tolerance. **Continue to Section C.**

NOTE

Due to damage root cause attributed to outside influence, coverage for axle replacement is the responsibility of the customer or their insurance company.

NOTE

Due to limited parts availability, parts have been blocked for all service needs. If damage is found, and authorization is provided from the customer to replace the rear axle, you must first obtain a parts release authorization. To obtain a parts release authorization for a rear axle, create a VTA ticket and contact the Volkswagen Technical Assistance Helpline.

Proceed to Section C - Install Trailing Arm Inlays

Section C – Install Trailing Arm Inlays

NOTE

The following illustrations depict work on one side of the vehicle or the other. This procedure must be performed on both rear trailing arms.



TIP

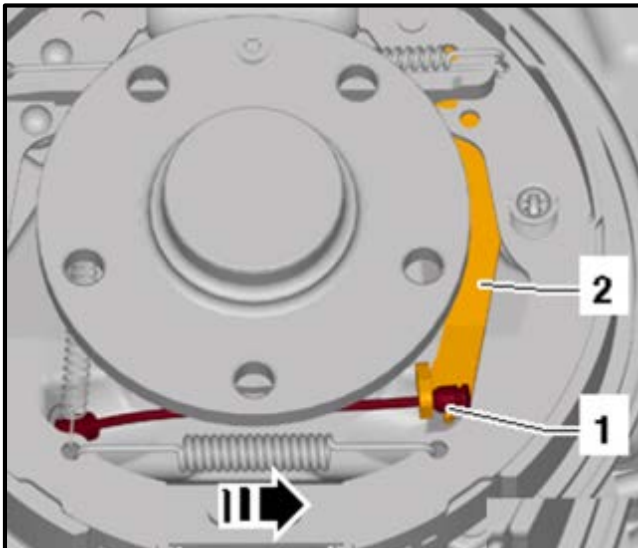
The trailing arm inlays are stamped with individual part numbers.

- P/N 5C0501375 is installed on the left side.
- P/N 5C0501376 is installed on the right side.



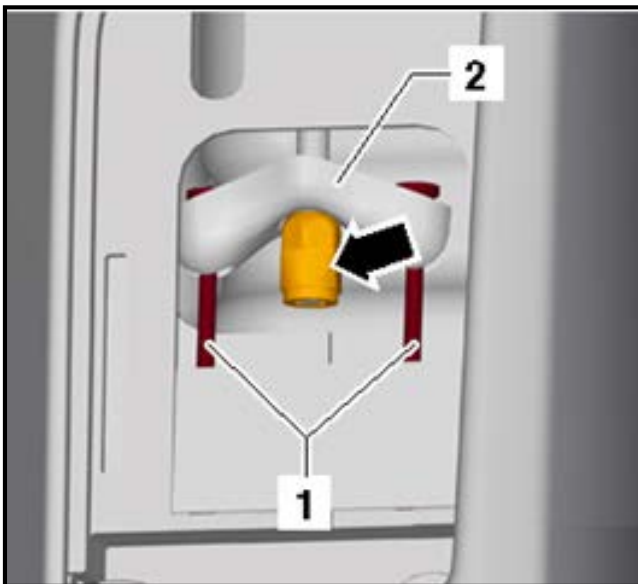
On vehicles with rear disc brakes:

- ⇐ Release the parking brake cable end from the actuator lever on the brake caliper <arrow>.
- Lower the hoist.



On vehicles with rear drum brakes:

- Remove both rear wheels.
- Remove both rear brake drums.
- ⇐ Pull the parking brake cable rearward <direction of arrow>.
- ⇐ Disengage the parking brake cable <1> from the lever <2>.
- Lower the hoist.



On all vehicles:

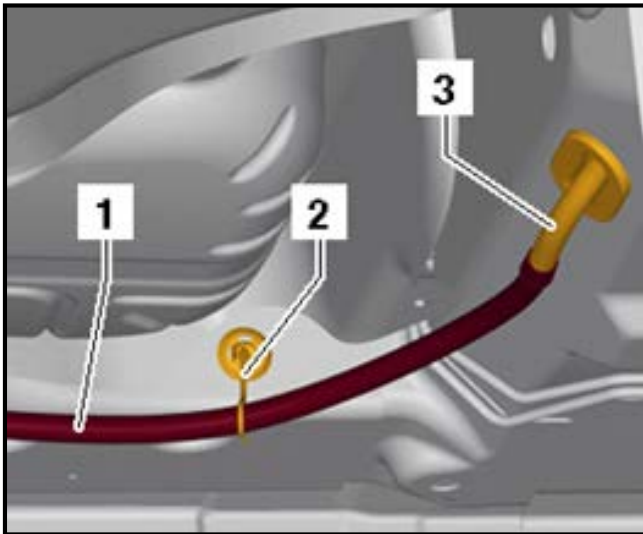
- Inside the vehicle, open the center console (if necessary) and remove the mat from the bottom of the storage compartment.
- ⇐ If necessary, loosen the adjusting nut <arrow> until the parking brake cables <1> can be removed from the mounting bracket <2>.
- ⇐ Remove both parking brake cables <1> from the parking mounting bracket <2>.
- Raise the hoist.



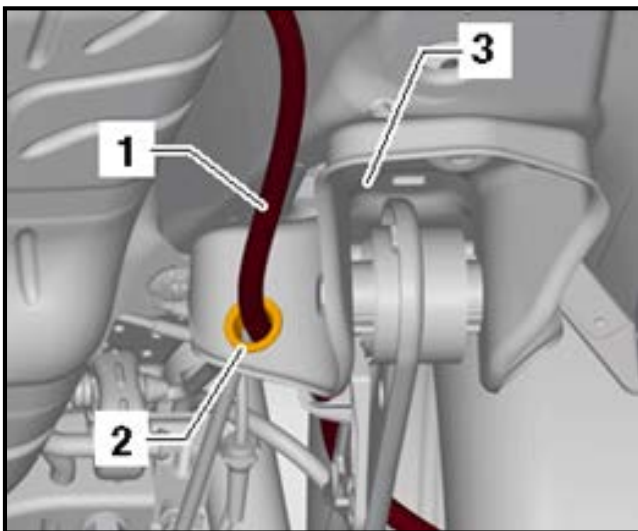
- ⇐ Using a center punch (or equivalent), drive the pin out of the center of the rivet <circle>.
- ⇐ Carefully pry the parking brake cable bracket <arrow> from the trailing arm.

TIP

The parking brake cable brackets are removed together with the parking brake cable in the following steps.



- ⇐ Disengage the parking brake cable <1> from the mounting hook <2> and pull it from the guide tube <3>.



- ⇐ Slide the parking brake cable <1> rearward, out of the grommet <2> on the bracket mounted to the rear axle <3>.



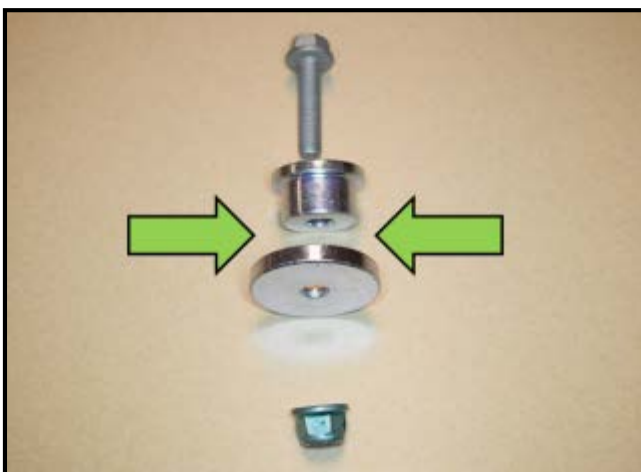
- ⇐ Disengage the parking brake cable from the mounting bracket <circle>.
- Remove the parking brake cable and plastic mounting bracket from the vehicle.

NOTE

The parking brake cable brackets removed during this step are not reinstalled on the vehicle and can be discarded upon removal.



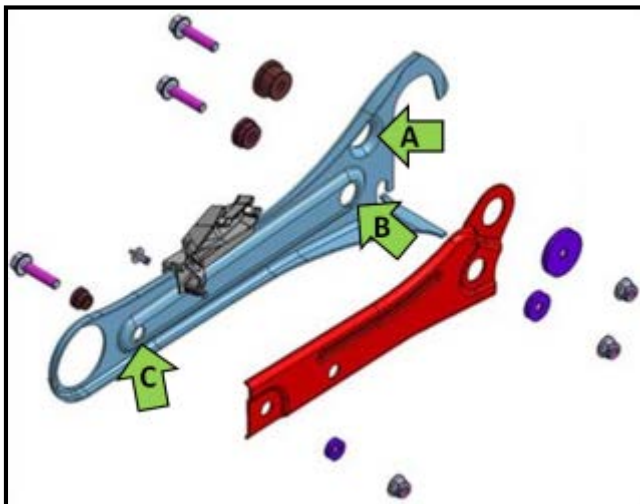
- ⇐ Remove any snow, ice, dirt, or other debris from the trailing arm area <arrows>.
- The trailing arm area **MUST** be clean to allow for proper installation of the inlays.



- ⇐ The mounting hardware is assembled as shown, with the trailing arm located between the bushing and the washer <arrows>.



i TIP
During assembly, the flat side of the washer must face the mounting nut. The inside edge of the washer is machined to fit over the end of the bushing <as shown>.



⇐ Install the trailing arm inlay and mounting hardware <as shown>.

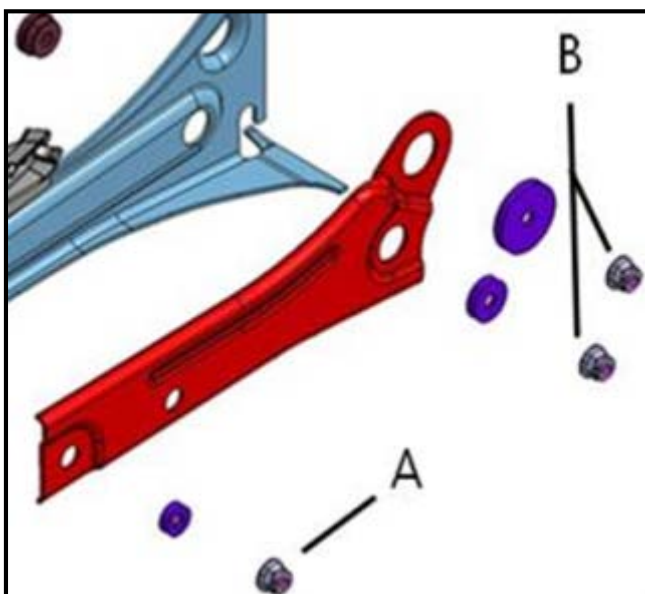
NOTE

During installation, the largest size bushing and washer are installed in the rear-most position <arrow A>, the middle size bushing and washer are installed in the center location <arrow B>, and the smallest size bushing and washer are installed in the front-most position <arrow C>.



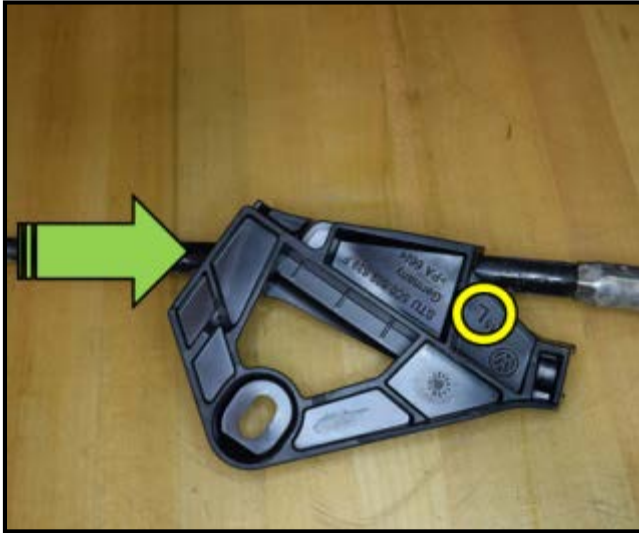
⇐ Prior to tightening the mounting bolts, inspect the alignment of the inlay where shown <arrow>. The hole for the parking brake cable bracket should appear centered as shown.

- If the holes do not line up properly, inspect the installation of the bushings in the trailing arm and adjust them as necessary.



⇐ Torque all three mounting nuts <A and B> to 50Nm.

⇐ Tighten the center and rear mounting nuts an additional 90°.



- Slide the old plastic mounting bracket off the front of each parking brake cable and discard the bracket.
- ⇐ Install the replacement bracket onto each parking brake cable as shown <direction of arrow> and slide it all the way to the rear of the cable.

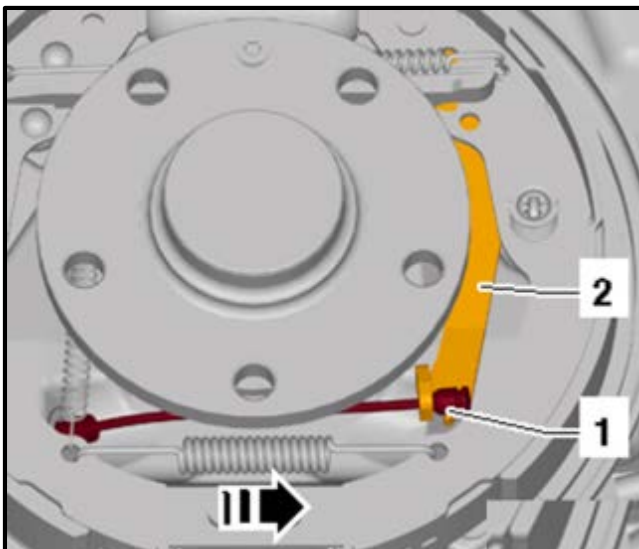
! NOTE

The driver side cable is pictured here. During installation, each bracket will be mounted on the OUTBOARD side of the respective trailing arm. The brackets are marked "L" or "R" <circle>, and should be installed on the appropriate side with the cable routed ABOVE the mounting hole, as shown.



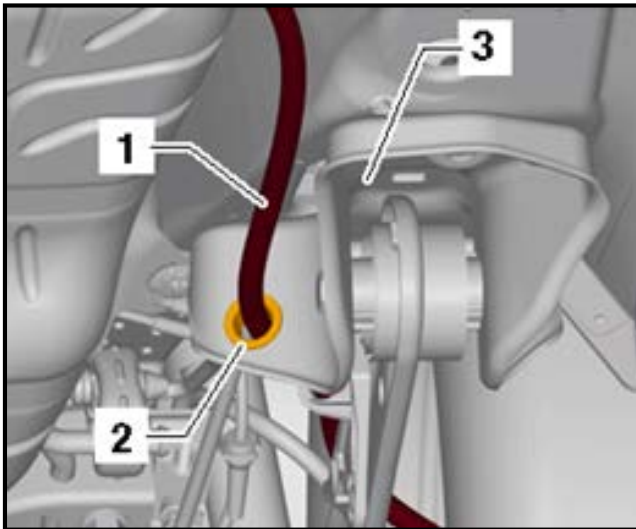
On vehicles with rear disc brakes:

- ⇐ Reinstall the parking brake cable into the caliper bracket <circle>, then into the actuator lever <arrow>.



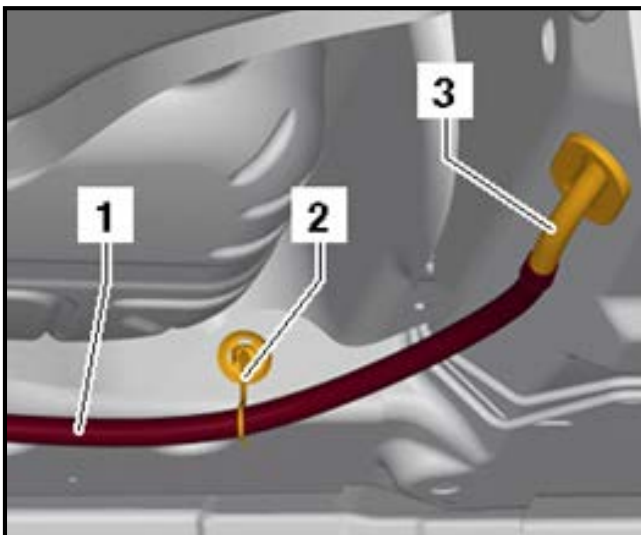
On vehicles with rear drum brakes:

- ⇐ Reconnect the parking brake cable <1> onto the actuator lever <2>.



On all vehicles:

⇐ Reinstall the parking brake cable <1> into the grommet <2> on the bracket mounted to the rear axle <3>.



⇐ Reinstall the parking brake cable <1> into the guide tube <3>, and then into the mounting hook <2>.

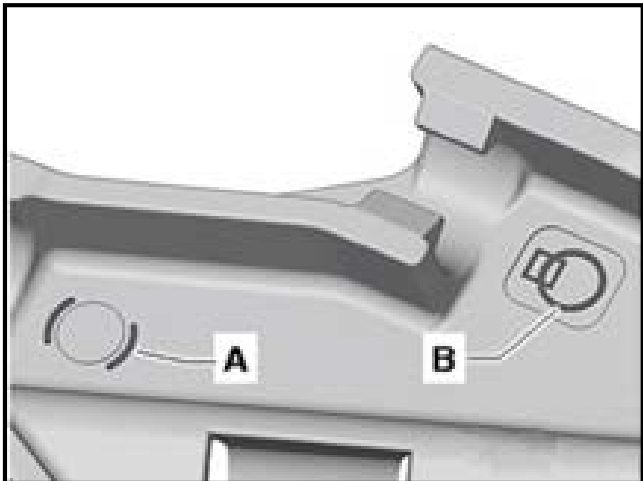


⇐ Position the parking brake cable bracket over-top the trailing arm as shown <arrow>.

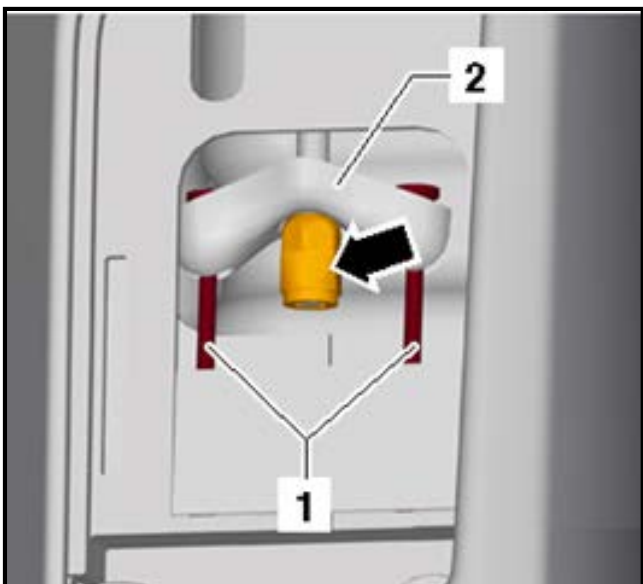
⇐ Insert the rivet from the outboard side, through the mounting bracket, and into the trailing arm <circle>.



- ⇐ From the outboard side of the trailing arm, use an appropriate punch to drive the center of the rivet <arrow> toward the trailing arm until it is flush with the body of the rivet <as shown>.



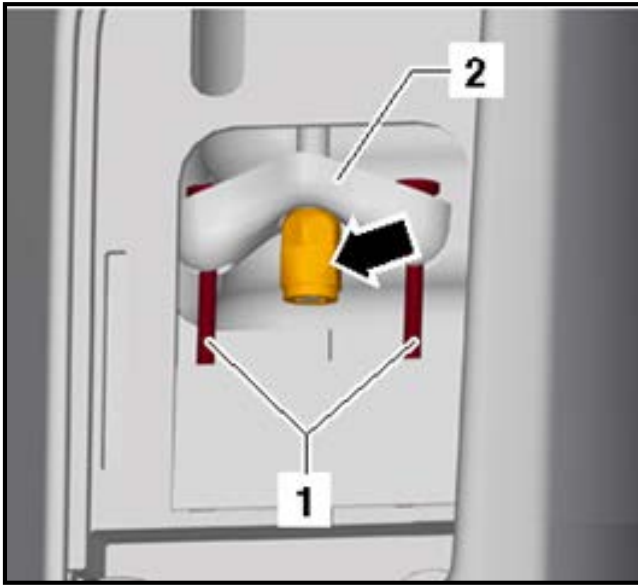
- ⇐ Fasten each parking brake cable into the appropriate guide on the bracket.
 - Position A – Drum Brakes
 - Position B – Disc Brakes
- ⇐ If necessary, reinstall both rear brake drums.
- ⇐ If necessary, reinstall both rear wheels, and torque the wheel bolts to 120Nm.
- Lower the hoist.



On vehicles with rear drum brakes:

- ⇐ Reconnect the parking brake cables <1> to the mounting bracket <2>.
- ⇐ Tighten the parking brake cable tension adjustment <arrow> until the parking brake lever returns to the resting position by itself under the first detent.
- Fully apply, then release the parking brake 3 times.

<p>! NOTE</p>
<p>The parking brake lever must return to the rest position by itself under the first detent.</p>



- With the parking brake lever in the released position, engage the parking brake two clicks.

⇐ With the vehicle raised slightly off the ground, slowly tighten the parking brake adjusting nut <arrow> until both wheels no longer move by hand.

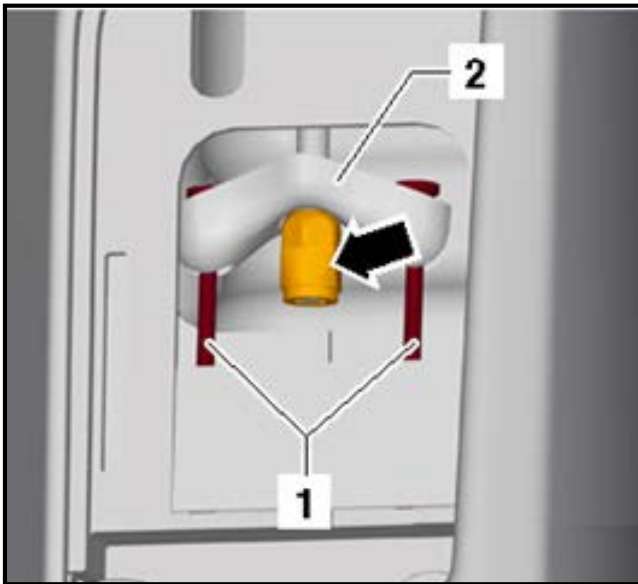
- Release the parking brake.
- Verify both rear wheels turn freely.

Proceed to Section D – Campaign Completion Label

On vehicles with rear disc brakes:

⇐ Reconnect the parking brake cables <1> to the mounting bracket <2>.

⇐ Adjust the parking brake using the adjusting nut <arrow>.

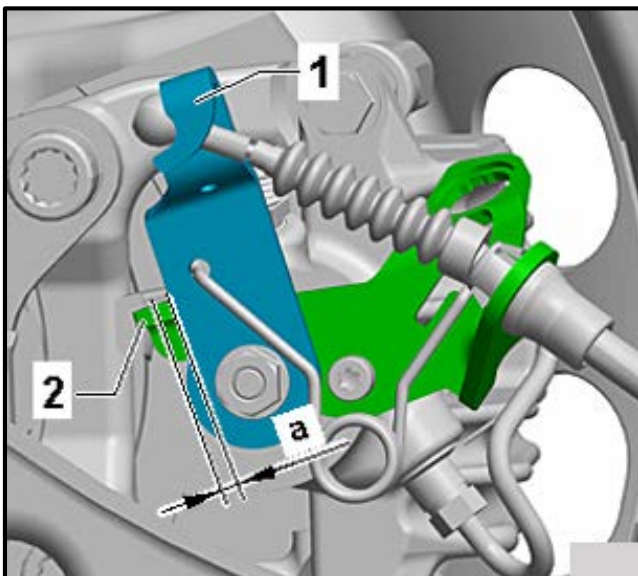


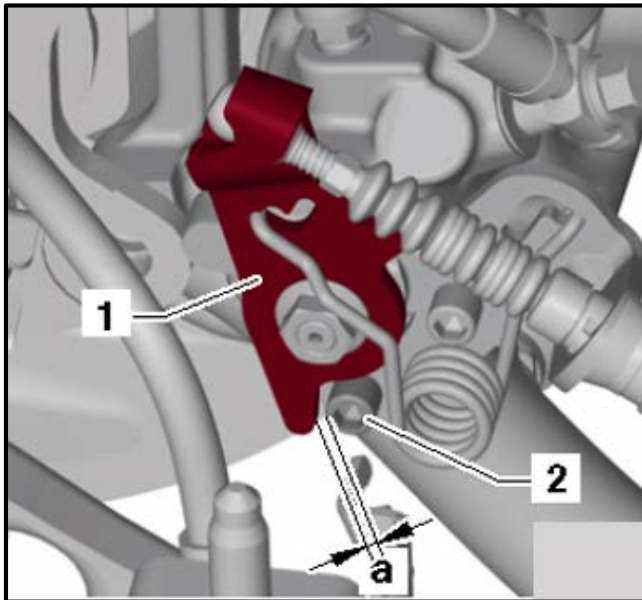
On vehicles with Bosch rear brake calipers:

⇐ Adjust the parking brake cables until the lever <1> on each brake caliper lifts off the stop <2>.

⇐ The distance <a> between the lever <1> and the stop <2> on both rear calipers must be less than or equal to 1.5mm.

- With the parking brake fully released, and the parking brake cables adjusted, verify both rear wheels turn freely.





On vehicles with CI 38 rear brake caliper:

- ⇐ Adjust the parking brake cables until the lever <1> on each brake caliper lifts off the stop <2>.
- ⇐ The distance <a> between the lever <1> and the stop <2> on both rear calipers must be less than or equal to 1.5mm.
- With the parking brake fully released, and the parking brake cables adjusted, verify both rear wheels turn freely.

Proceed to Section D – Campaign Completion Label

Section D – Campaign Completion Label

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

i TIP
Ensure Campaign Completion label does not cover any existing label(s)

- Close the hood

ALL WORK IS COMPLETE