



Das Auto.

Frequently Asked Questions (FAQ)

SUMMARY

Campaign Code: 47M3

Affected Vehicles: 2015 MY Volkswagen Passat

Problem Description: A brake line connection at the rear left (driver side) wheelhouse may have been improperly torqued during vehicle production. This may cause some brake fluid seepage and cause the brake line to become loose over time. If this happens, it could result in reduced braking performance in one brake circuit, potentially leading to an extended stopping distance and increasing the risk of a crash.

Corrective Action: To help correct this defect, your authorized Volkswagen dealer will torque the affected brake line fitting to the correct specification. This work will take less than one hour to complete and will be performed for you free of charge.

Precautions: If you notice a wet spot under the vehicle after parking in the area of the left (driver's side) rear wheel, it may mean that the affected fitting is leaking brake fluid. Additionally, if enough fluid is lost, the brake warning light on the instrument panel will illuminate. If either of these happen, the customer should immediately contact their nearest authorized dealer or qualified workshop and make arrangements to have the vehicle inspected.

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. 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.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

What does the driver experience with this issue?

This issue may cause some brake fluid seepage and cause the brake line to become loose over time. If this happens, it could result in reduced braking performance in one brake circuit, potentially leading to an extended stopping distance and increasing the risk of a crash.

No accidents or injuries related to this issue have been reported.

Are there any precautions that customers should take prior to having this campaign performed?

As with any safety recall, it's important to have an affected vehicle repaired by an authorized Volkswagen dealer without delay. In the interim, if a customer notices a wet spot under the vehicle after parking in the area of the left (driver's side) rear wheel, it may mean that the affected fitting is leaking brake fluid. Additionally, if enough fluid is lost, the brake warning light on the instrument panel will illuminate. If either of these happen, the customer should immediately contact their nearest authorized dealer or qualified workshop and make arrangements to have the vehicle inspected.

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 or towing assistance being covered under this action?

In the event a request is made, please follow existing alternate transportation/towing assistance guidelines to assist the customer. Charges for either service cannot be billed against this campaign but must be handled separate from the campaign. Dealers placing customers into loaner vehicles should refer to the Mobility Program Loaner Vehicle Claim Instructions VWS-14-01.

What should dealers do if they have any affected vehicles in inventory?

Dealers can use their most current OMD Web/VIM report to identify any affected vehicles that may be in their inventory. In the interest of customer safety and satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this repair has been performed.

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.

How should customers seeking reimbursement for out-of-pocket expenses be addressed?

Customers seeking reimbursement under this action should refer to the reimbursement instructions that were included with their notification letter for information on what is required in order to request reimbursement. Reimbursement will come directly from Volkswagen, and is not something that a dealership would address. Customers can also contact Volkswagen Customer CARE/Relations directly with any questions they may have regarding reimbursement.

What is the parts allocation plan for this action?

No parts are required and therefore no allocation will take place.

vw.com VIN Lookup Tool Visibility / NHTSA safercar.gov VIN Lookup Tool Visibility

On or about **June 05, 2015**, the campaign code will appear for affected vehicles in both the vw.com and the NHTSA safercar.gov VIN lookup tools. Customers can check a vehicle's eligibility for repair under this or any other recall/service campaign by clicking on the **Look Up Recalls** link at www.vw.com and entering the Vehicle Identification Number (VIN).

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