



Safety Recall

Code: 47M3

Subject	Brake Line Fitting Torque
Release Date	June 09, 2015
Affected Vehicles	U.S.A.: 2015 MY Passat <i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source.</i> <ul style="list-style-type: none">✓ Campaign status must show "open."✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.
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	Torque the affected brake line fitting to the correct specification.
Precautions	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.
Parts Information	No parts are required for this repair.
Code Visibility	On or about June 09, 2015, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vwhub.com & OMD Web/VIM). A list will not be posted for dealers who do not have any affected vehicles. On or about June 09, 2015, this campaign code will show open on affected vehicles in Elsa. On or about June 09, 2015, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.vw.com and on the NHTSA VIN lookup tool at www.safercar.gov .
Owner Notification	Owner notification will take place on or about June 09, 2015. An owner letter example is included in this bulletin for your reference.
Additional Information	Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions. IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS <u>New Vehicles in Dealer Inventory:</u> 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. <u>Pre-Owned Vehicles in Dealer Inventory:</u> 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 <u>before delivery to consumers</u> . Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. <i>Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vwhub.com.</i>

Claim Entry Instructions

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

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

Service Number	47M3
Damage Code	0099
Parts Vendor Code	WWO
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Vehicle Wash/Loaner	Do not claim wash/loaner under this action
Criteria I.D.	01
	Torque affected brake line fitting to the correct specification. Labor operation: 4723 13 99 20 T.U.

Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

NHTSA: <INSERT NUMBER>

**Subject: Safety Recall 47M3 – Brake Line Fitting Torque
2015 Model Year Volkswagen Passat**

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 2015 model year Volkswagen Passat vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?	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.
What will we do?	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.
What should you do?	Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. 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.
Precautions you should take	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, immediately contact your nearest authorized dealer or qualified workshop and make arrangements to have your vehicle inspected.
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 (47M3) 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 repair under this or any other recall/service campaign, please click on the Look Up Recalls link at www.vw.com and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool. 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

Campaign Work Procedure

Required Parts

None

Required Tools




- Torque Wrench - 1331




- Torque Wrench 1331 Insert – 11mm Ring Wrench

Work Procedure



 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

 TIP
On the date of repair, print this screen and keep a copy with the repair order.

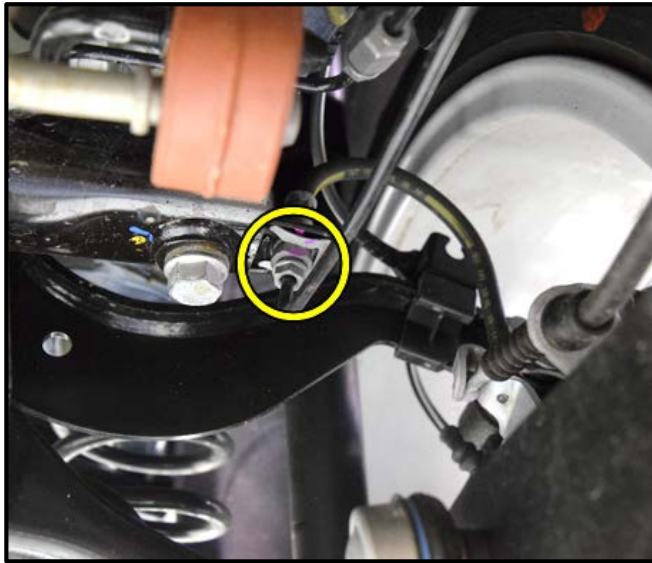
Applicable Criteria ID (s)	Campaign/Action Status
01	Open

EXAMPLE

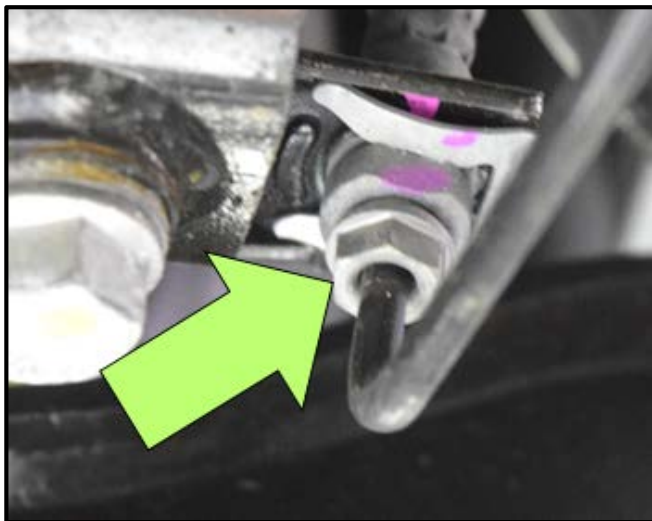
- Ensure that the Status is “Open” <arrow 2>
- Note the Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and corresponding parts associated

Proceed to Section B



Section B – Torque Left Rear Brake Line Fitting

- Raise the vehicle on an appropriate hoist.
- Locate the brake line fitting between the left rear (driver) brake hose and the steel brake line <circle>.



- Counter-hold the brake hose flange, and torque the fitting <arrow> to **14 Nm** using Torque Wrench 1331 (or equivalent) and the 11mm ring wrench insert (or equivalent).
- Lower the hoist.

NOTE

If a fluid leak is detected at this fitting, the fluid level in the brake fluid reservoir must be inspected and, if necessary, topped off.

Work Complete – Proceed to Section C

Section C – Campaign Completion Label and Parts Return/Disposal

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