



## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: April 4, 2016

To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator

Subject: Safety Recall 46G4 - Brake Pedal Clip  
2011-2016 Model Year Volkswagen Touareg Vehicles

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

We would like to inform you of an upcoming Safety Recall. Please refer to the attached Campaign Data Sheet for additional information.

#### 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.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Customer Protection

Attachment: Campaign Data Sheet (1)



## CAMPAIGN DATA SHEET

<b>CAMPAIGN TYPE</b>		<b>Safety Recall</b>	
<b>SAGA CODE</b>		<b>46G4</b>	
<b>MARKET(S)</b>		United States and Canada	
<b>AFFECTED VEHICLES</b>		2011-2016 Model Year Volkswagen Touareg Vehicles	
<b>TOPIC</b>		Brake Pedal Clip	
<b>PROBLEM DESCRIPTION</b>		A securing clip at the brake pedal hinge may be missing. If the clip is missing, the pedal pivot pin could start to move and the pedal could lose guidance. If this remains undiscovered, the pedal hinge could fracture after continued operation, allowing the pedal to dislodge. The customer may not be able to properly actuate the brakes with a dislodged brake pedal. A non-functional brake or reduced braking power could lead to a crash.	
<b>CORRECTIVE ACTION</b>		Affected vehicles will be inspected for presence of the securing clip. If missing, the clip will be assembled as required.	
<b>CUSTOMER NOTIFICATION DATE</b>		Planned for April, 2016	
<b>ELSA VISIBILITY DATE</b>		On or about April 5, 2016	
<b>OMD Web VISIBILITY DATE</b>		On or about April 5, 2016	
<b>VEHICLE COUNT</b>	<b>TOTAL AFFECTED</b>	<b>USA: 46,574</b>	<b>CANADA: 11,588</b>
	<b>DEALER INVENTORY</b>	<b>USA: 2,185</b>	<b>CANADA: 605</b>
	<b>CPO INVENTORY</b>	<b>USA: 223</b>	<b>CANADA: 45</b>
<b>APPROXIMATE REPAIR TIME</b>		Up to 35 TU	
<b>PARTS REQUIRED</b>		SEE WORK PROCEDURE	
<b>PARTS INFORMATION</b>		Due to the very low (less than 1 percent) occurrence of this issue, parts will not be allocated. Should you encounter a vehicle needing a clip, please send requests along with VIN to <a href="mailto:vwoaspecialservices@vw.com">vwoaspecialservices@vw.com</a> for assistance.	
<b>ADDITIONAL INFORMATION</b>		<p><b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b></p> <p><b><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.</b></p> <p><b><u>Pre-Owned Vehicles in Dealer Inventory:</u> Dealers are requested not to delivery any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.</b></p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers.</u></p>	

**IMPORTANT!** 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. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.