



Safety Recall

Code: 46G4

Subject	Brake Pedal Clip
Release Date	April 5, 2016
Affected Vehicles	U.S.A. & CANADA: 2011-2016 Model Year Volkswagen Touareg Vehicles <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 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.
Corrective Action	Affected vehicles will be inspected for presence of the securing clip. If missing, the clip will be assembled as required.
Precautions	The brake pedal may feel spongy when the pivot pin starts to move out of the pedal brackets. If this happens, customers are advised to contact their authorized Volkswagen dealer without delay to have the vehicle inspected.
Parts Information	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 vwoaspecialservices@vw.com for assistance.
Code Visibility	On or about April 5, 2016, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vw.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles. On or about April 5, 2016, this campaign code will show open on affected vehicles in Elsa. On or about April 5, 2016, 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 in April, 2016. Owner letter examples are 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.

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.

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete.

Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vwhub.com.

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.
- ✓ Canada dealers: Fax repair order to Warranty at (905) 428-4811.

Service Number	46G4						
Damage Code	0099						
Parts Vendor Code	WVO						
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90						
Causal Indicator	Mark brake pedal clip as causal part						
Vehicle Wash/Loaner	Do not claim wash/loaner under this action						
Criteria I.D.	01						
	<p>Inspect for brake pedal clip, clip is present, no further work required Labor operation: 0183 00 99 30 T.U. -OR- Inspect for brake pedal clip, if clip is missing, install clip Labor operation: 4605 23 99 45 T.U.</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>7PP721431</td> <td>Locking Circlip</td> </tr> </tbody> </table>	Quantity	Part Number	Description	1.00	7PP721431	Locking Circlip
Quantity	Part Number	Description					
1.00	7PP721431	Locking Circlip					

Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

NHTSA: <INSERT NUMBER>

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

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 2011-2016 Model Year Volkswagen Touareg Vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** 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.
- What will we do?** To help identify/correct this defect, your authorized Volkswagen dealer will inspect for the presence of the securing clip. If missing, the clip will be assembled as required. This work will take about 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. For your convenience, you can also visit www.vw.com and click on the “Owners” link to locate a dealer near you and schedule this service online.
- Precautions you should take** The brake pedal may feel spongy when the pivot pin starts to move out of the pedal brackets. If this happens, contact your authorized Volkswagen dealer without delay to have the 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, please refer to the enclosed form that explains how to request reimbursement.
- 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, or if you should have any questions about this communication, please don't hesitate to contact Customer CARE, Monday through Friday from 8AM to 10PM EST and Saturday from 9AM to 5PM EST, or by phone at 800-893-5298. You are also welcome to e-mail or chat through the “Contact Us” page <http://www.vw.com/contact/>.
- 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

Customer Letter Example (CANADA)

This notice applies to your vehicle: <VIN>

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

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 2011-2016 Model Year Volkswagen Touareg vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** 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.
- What will we do?** To help identify/correct this defect, your authorized Volkswagen dealer will inspect for the presence of the securing clip. If missing, the clip will be assembled as required. This work will take about 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** The brake pedal may feel spongy when the pivot pin starts to move out of the pedal brackets. If this happens, contact your authorized Volkswagen dealer without delay to have the 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, please refer to the enclosed form that explains how to request reimbursement.
- 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 (46G4)
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

ATTENTION!
Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.

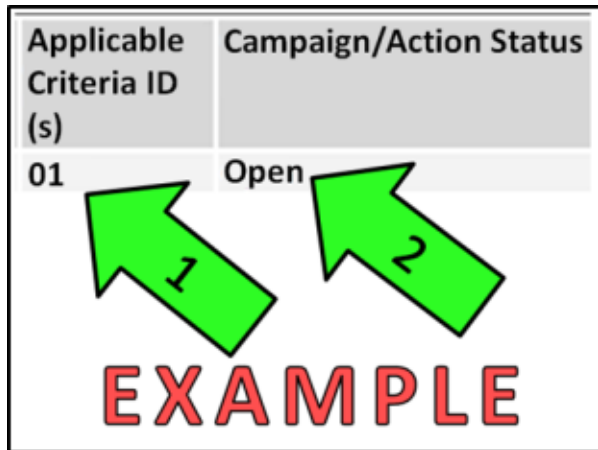
Required Parts

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1 (if necessary)	7PP 721 431	Locking Circlip*

*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 vwoaspecialservices@vw.com for assistance.

Work Procedure

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



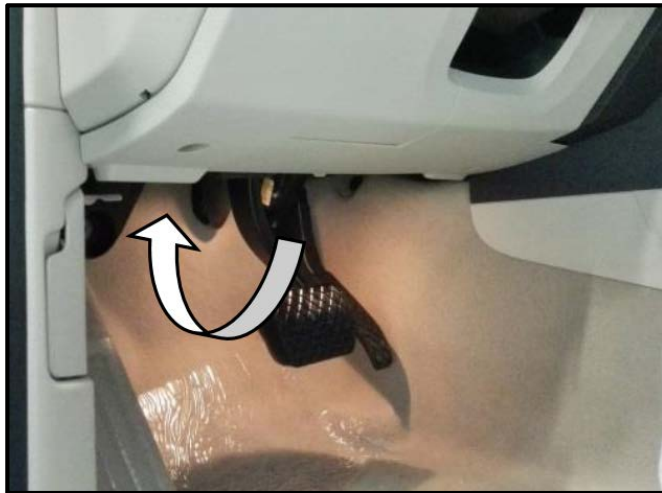
Section A – Check for Previous Repair

- 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.

- 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

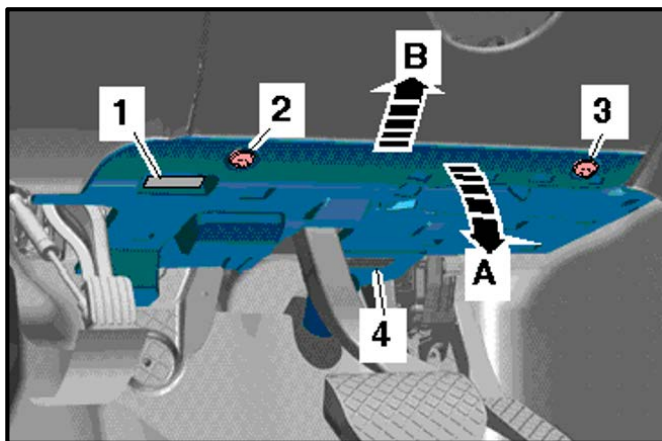


Section B – Inspect for Presence of the Locking Circlip

- Switch ignition off, set parking brake and remove key.
- Open driver door.
- Place a protective mat over the door entry area.
- Move driver seat as far back as it will go.

i TIP

Area of inspection will be found in location of <arrow>.



- Remove both T-20 torx screws <2 and 3> on the lower driver side footwell cover.
- Grasp footwell cover at upper edge and pull down slightly <arrow A>.
- Unclip 16-pin connector <1>.
- Disconnect footwell light electrical connector <4>.
- Remove lower driver side footwell cover <arrow B>.

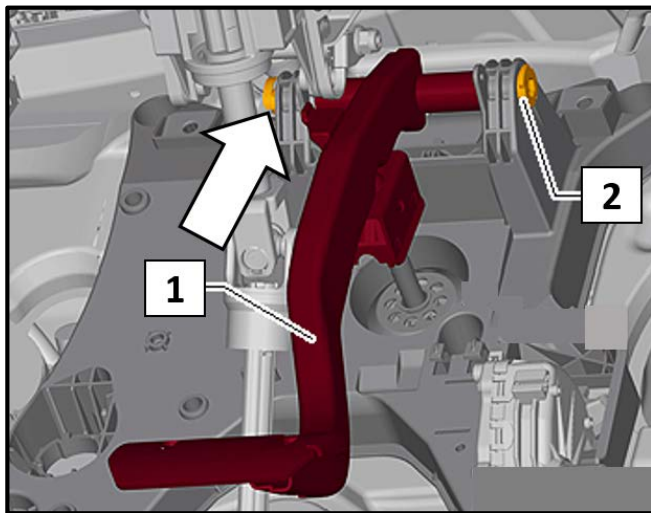
- To view a short video on how to locate the Locking Circlip, use the QR code <left>.



i TIP

The QR code is for viewing the video on phones and tablets. Alternatively, the video can also be accessed through computer internet browsers with the link below:

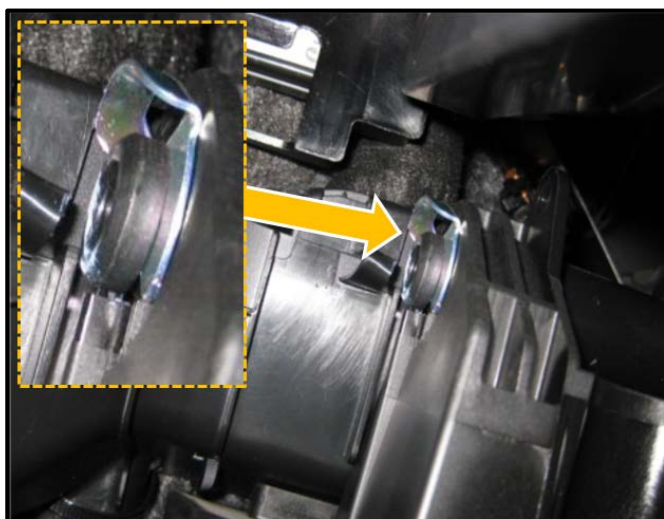
<https://audi-external.kzoplatform.com/swf/player/321>



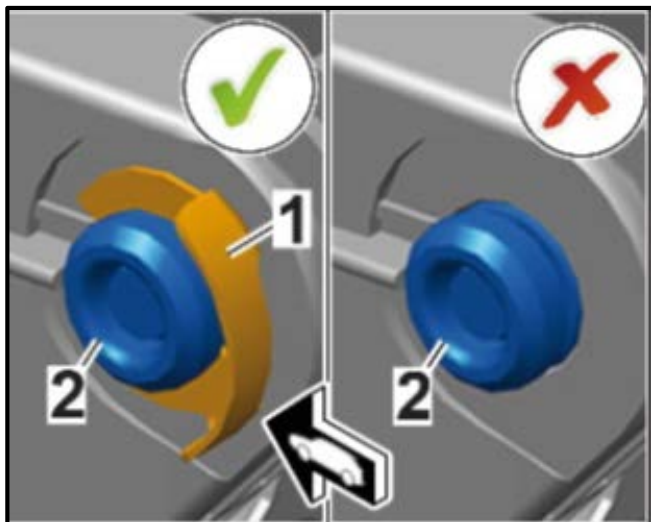
i TIP

Inspection point <arrow>:

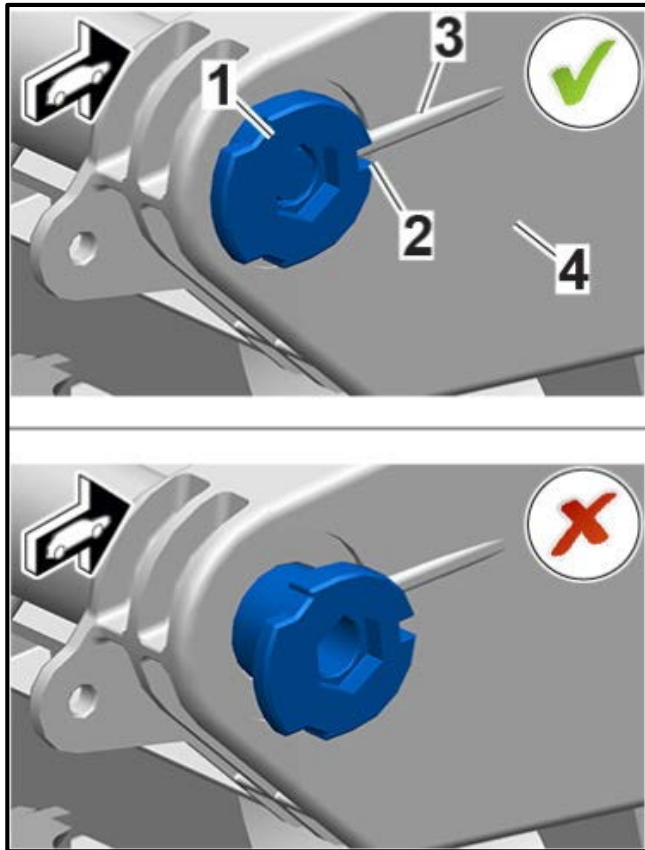
- Left-hand side of bearing bracket for brake pedal <1>.
- Fitted correctly on bearing pin <2>.



- Using a mirror and shop light, inspect for presence of silver-colored locking circlip <arrow> located at the left-hand side of the bearing bracket for the brake pedal and ensure it is fitted correctly on the bearing pin.



- If locking circlip is present and correctly fitted to the bearing pin, **WORK COMPLETE. CONTINUE to Section F** to install label.
- If locking circlip is not present or not correctly fitted to the bearing pin, **CONTINUE to Section C** to inspect bearing pin and bracket.



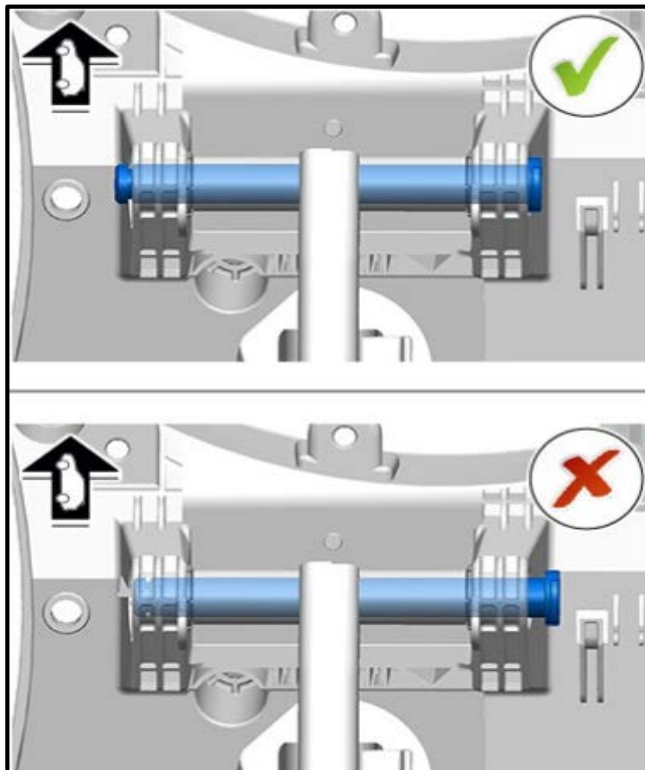
Section C – Inspect Bearing Pin and Bracket

NOTE

The end collar of the bearing pin <1> (on the right-hand side of the bearing bracket for the brake pedal <4>) has a cut-out <2>. This means that the bearing pin can only be fitted correctly in one specific position.

- Inspect the bearing pin <1> to ensure pin is correctly fitted <as shown>.
 - If bearing pin <1> is correctly fitted, **CONTINUE to SECTION E** to install locking circlip.
 - If bearing pin is not correctly fitted, **CONTINUE to SECTION D** to inspect bracket for damage.

Section D – Inspect Bearing Bracket for Brake Pedal

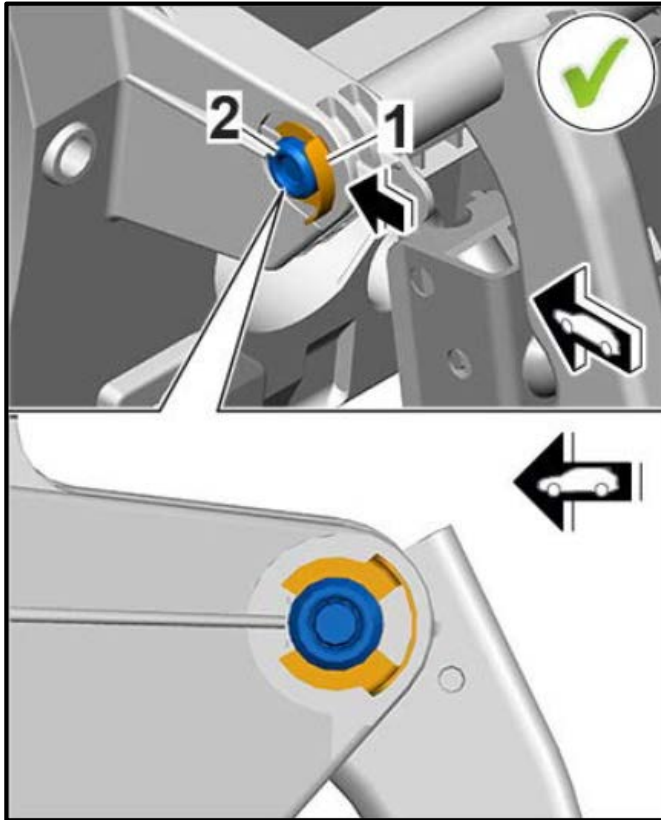


- Push brake pedal from left-to-right toward the accelerator pedal.
 - If the brake pedal is no longer held in its installation position and can be tilted down at one side, the bearing pin has come **completely** out of the left bearing on the bracket. **STOP WORK IMMEDIATELY. Create a VTA ticket and contact the Technical Assistance Helpline.**
 - If the brake pedal is held in its installation position, **CONTINUE** work.
- Align the cut-out of the pin and push bearing pin back into its correct position.

Continue to Section E

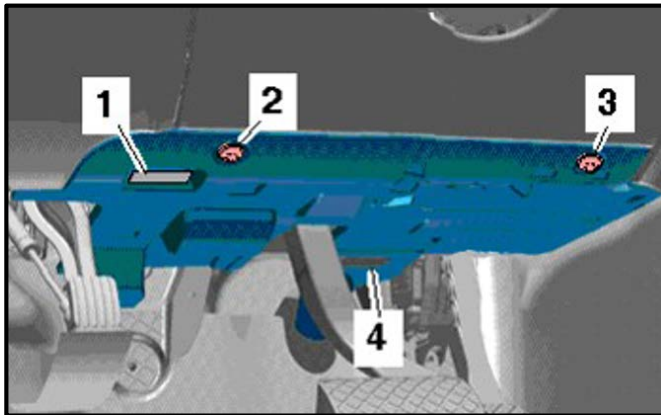
Section E – Install new Locking Circlip

- Push a new locking circlip (part number 7PP 721 431) onto the bearing pin <as shown> until the circlip engages securely.



NOTE

The circlip only engages correctly when the collar of the circlip is at the side <arrow>.



- Lift the lower driver side footwell cover into place.
- Reconnect the 16-pin connector <1> to the cover.
- Reconnect the footwell light electrical connector <4> to the cover.
- Reinstall both T-20 torx screws <2 and 3> on the lower driver side instrument panel cover.
- Remove protective mat from vehicle.
- Restore seat to its original position.

Continue to Section F to install label

Section F – 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