



Frequently Asked Questions (FAQ)

ACTION SUMMARY	
Campaign Code	46G4
Action Status	REPAIR AVAILABLE
Market(s)	USA & Canada
Affected Vehicles	2011-2016 MY Volkswagen Touareg
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.

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.

VIN Lookup Visibility - NHTSA safecar.gov and vw.com: On or about April 5, 2016, the campaign code will appear for affected vehicles in the VIN lookup tool(s). 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).

What is the parts allocation plan for this action?

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.

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

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.

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.

- U.S. dealers placing customers into loaner vehicles should refer to the Mobility Program Loaner Vehicle Claim Instructions VWS-14-01.
- Canadian dealers placing customers into loaner vehicles should follow the guidelines listed in the Policies and Procedures manual.

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 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.

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