



Frequently Asked Questions (FAQ) – USA ONLY

ACTION SUMMARY	
Action Type	Safety Recall
Campaign Code	45F2
Action Status	REPAIR AVAILABLE

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 safercar.gov and vw.com: 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 problem?

On certain vehicles, a fault within the antilock brake system (ABS) may cause the ABS control module to fail during ABS and/or electronic stability control (ESC) activation. This will cause warning lights for ABS, brake and the ESC systems to illuminate. If this happens, the brake system related vehicle stabilizing functions (ABS/ESC) may not be available, increasing the risk of a loss of vehicle control and could lead to a crash causing injury and/or property damage.

How will this problem be corrected?

Dealers will be required to update the ABS control module software with improved diagnostic capability to detect an insufficient PCU ground connection at the ABS Control module. This is a diagnostic software designed to more aggressively determine when an insufficient PCU ground connection is present.

If an insufficient PCU ground connection is found, DTC 01130 with condition 125 and/or DTC 16352 with condition 96 will be set in the ABS control module. When this fault is present, you will be asked to replace the ABS control module following the procedures outlined in Recall 45F2.

If you have a fault present that is not included in the recall, the issue is not related to an insufficient PCU ground condition and is therefore not part of this recall; customers should be prepared to pay for any associated repair costs. Please be aware that other conditions, including pre-existing conditions, can prompt faults that may result in an ABS light activation.

It is recommended that your technician check and record fault codes as a first step. If faults are found that are not associated with the 45F2, it is important that you notify the customer prior to performing the recall as the ABS light may illuminate after the campaign is performed. Customers should be prepared to pay for any associated repair costs not associated with this recall.

Please refer to Technical Bulletin 2046841 for additional details.

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.



In some cases, vehicles have faults that are not associated with or included in Recall 45F2. What is the process for handling these situations?

This indicates the condition present is not related to the 45F2 recall and therefore, repair costs are not warrantable under the recall. In instances of non-warrantable customer pay repairs, it is important that you clearly communicate to the customer what is covered under this recall compared to what conditions are currently present in their vehicle.

There have been instances where an ABS light appears after the software update is completed, but the vehicle does not have the faults associated with Recall 45F2. Can the module be replaced under the recall?

Please reference the Consequential Damage Process and input requests through WISE > Operations > Campaign Authorization.

Can claims associated with this campaign be covered under the Volkswagen Customer Mobility Program (VCMP)?

Yes, if the repair meets the following conditions: is warrantable under the campaign, will take longer than three hours to complete and/or parts are delayed. To be eligible for this coverage you must be actively enrolled in the VCMP. If a VWCMP vehicle is not available, and the dealer is at or above their VVoA defined maximum fleet, then a Volkswagen branded vehicle obtained from a daily rental agency is eligible.

If the repairs needed are not warrantable under the recall campaign, or you are not enrolled in the VWCMP the Volkswagen Mobility Program cannot be utilized. Please refer to Warranty Policy and Procedure for details.

Will the campaign cover consequential damage?

Any steps above and beyond those outlined in the campaign circular require prior authorization from Campaigns. Please input requests through WISE > Operations > Campaign Authorization.

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