



Safety Recall

Code: 40N4

REVISION

Subject	Lower Ball Joint Nuts
Release Date	February 19, 2020
Revision Summary	Ten (10) VINs (9 in U.S. and one in Canada) added under criteria 03. Claiming instructions updated.
Affected Vehicles	U.S.A. & CANADA: Certain 2018 MY Tiguan <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	The nut holding the lower ball joint of the front wheel in each side may be loose or improperly torqued. A loose or improperly torqued ball joint nut can result in dislocation of the lower ball joint. This may cause steering, traction or other stability issues relating to the front wheels and potentially result in a crash.
Corrective Action	Replace the nut of the lower ball joint (ball joint to wheel bearing housing) on both sides of each affected vehicle.
Stop-Drive Information	<ul style="list-style-type: none">• Volkswagen has issued an urgent stop-drive notice for vehicles affected by Safety Recall 40N4. Affected vehicles should NOT be driven until the recall repair has been completed.• Owners are advised: DO NOT DRIVE THE VEHICLE; contact VW Roadside Assistance at 1-800-411-6688 to make arrangements for the vehicle to be towed to an authorized Volkswagen dealer for repair.• Provide a FREE loaner vehicle for affected owners if necessary.• Quarantine all affected vehicles in dealer inventory (including those being used by dealership personnel or as demonstrator vehicles) until they are repaired.
Parts Information	Order parts as needed to support scheduled vehicle repairs. If additional parts are needed for critical cases, please contact the Parts Specialists via phone (800-767-6552), email (VWvoAPartsSpecialists@vw.com) or chat with the VIN to order.
Code Visibility	On or about May 25, 2018, the campaign code was applied to criteria 02 vehicles. On or about February 10, 2020, the campaign code was applied to criteria 03 vehicles.
Owner Notification	Owner notification took place in May 2018 for criteria 02 vehicles. Owner notification will take place in February 2020 for criteria 03 vehicles 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: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

Service Number	40N4						
Damage Code	0099						
Parts Vendor Code	WWO						
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90						
Causal Indicator	Mark Ball Joint Nut* as causal part						
Vehicle Wash/Loaner	Do not claim wash/loaner under this action						
Criteria I.D.	02 or 03						
	Replace the lower ball joint nut on both sides Labor operation: 4036 10 99 30 T.U.						
	<table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>2.00</td><td>WHT000785</td><td>Ball Joint Nut*</td></tr></tbody></table>	Quantity	Part Number	Description	2.00	WHT000785	Ball Joint Nut*
Quantity	Part Number	Description					
2.00	WHT000785	Ball Joint Nut*					

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 18V324

IMPORTANT SAFETY RECALL
DO NOT DRIVE YOUR VEHICLE

Safety Recall 40N4 – Lower Ball Joint Nuts

- ✓ **DO NOT DRIVE YOUR VEHICLE. Contact VW Roadside Assistance at 1-800-411-6688 to have your vehicle towed for FREE to your nearest Volkswagen dealer for repair.**
- ✓ **Your Volkswagen dealer will provide you with a loaner vehicle for FREE if needed.**
- ✓ **Your dealer will repair your vehicle under this recall for FREE.**

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 2018 model year Volkswagen Tiguan vehicles. Our records show you are the owner of a vehicle affected by this recall.

Recall Description: The nut holding the lower ball joint of the front wheel in each side may be loose or improperly torqued. A loose or improperly torqued ball joint nut can result in dislocation of the lower ball joint. This may cause steering, traction or other stability issues relating to the front wheels and increase the risk of a crash.

Recall Repair: Dealers will replace the lower ball joint nuts in your vehicle for **FREE**. This work will take less than one hour to complete.

What you should do: Contact VW Roadside Assistance at 1-800-411-6688 to have your vehicle towed for **FREE** to your nearest Volkswagen dealer for repair. **DO NOT DRIVE YOUR VEHICLE.** Your Volkswagen dealer will provide you with a loaner vehicle for **FREE** if needed.

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com/owners/recalls and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

If you should have any questions about this communication, please reach out to us using your preferred method of communication at www.vw.com/contact or by calling us at 800-893-5298.

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.

Sincerely,

Volkswagen Customer Protection

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

IMPORTANT SAFETY RECALL DO NOT DRIVE YOUR VEHICLE

Safety Recall 40N4 – Lower Ball Joint Nuts

- ✓ **DO NOT DRIVE YOUR VEHICLE. Contact VW Roadside Assistance at 1-800-411-6688 to have your vehicle towed for FREE to your nearest Volkswagen dealer for repair.**
- ✓ **Your Volkswagen dealer will provide you with a loaner vehicle for FREE if needed.**
- ✓ **Your dealer will repair your vehicle under this recall for FREE.**

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 2018 model year Volkswagen Tiguan vehicles. Our records show you are the owner of a vehicle affected by this recall.

Recall Description: The nut holding the lower ball joint of the front wheel in each side may be loose or improperly torqued. A loose or improperly torqued ball joint nut can result in dislocation of the lower ball joint. This may cause steering, traction or other stability issues relating to the front wheels and increase the risk of a crash.

Recall Repair: Dealers will replace the lower ball joint nuts in your vehicle for **FREE**. This work will take less than one hour to complete.

What you should do: Contact VW Roadside Assistance at 1-800-411-6688 to have your vehicle towed for **FREE** to your nearest Volkswagen dealer for repair. **DO NOT DRIVE YOUR VEHICLE.** Your Volkswagen dealer will provide you with a loaner vehicle for **FREE** if needed.

If you should have any questions about this communication, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our “Contact Us” page at 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.

Sincerely,

Volkswagen Customer Protection



NOTE

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>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
02 or 03	2	WHT000785	Nut – Ball Joint to Steering Knuckle

Required Tools

 <p>Torque Wrench 40 - 200 Nm -VAG1332- (or equivalent)</p>	 <p>Torque Wrench 1332 Insert - Ring Wrench - 18mm -VAG1332/10- (or equivalent)</p>
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Repair Instruction

Section A - Check for Previous Repair

TIP

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

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

- 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.

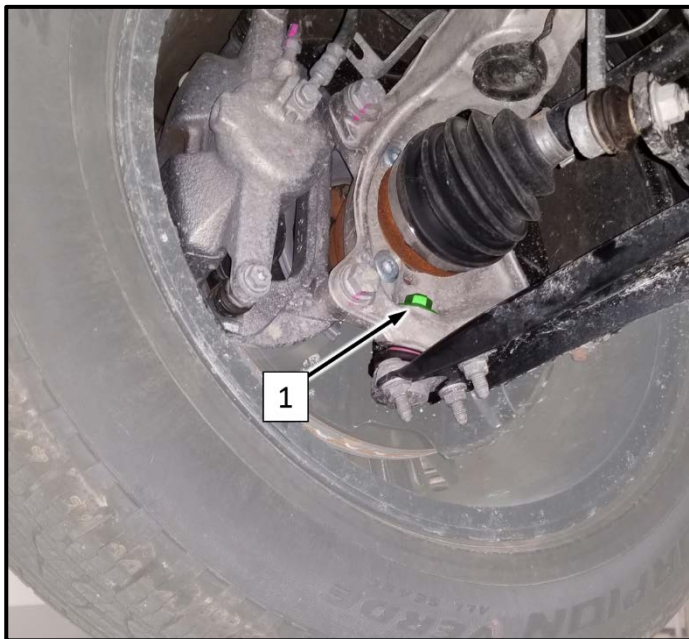
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

Proceed to Section B

Section B – Repair Procedure

NOTE

- 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.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.



NOTE

Both ball joint nuts will be replaced (Right side shown in picture).

- Turn the wheels all the way to the left or right.
- Remove the ignition key so the steering column locks.
- Raise the vehicle.
- Remove nut <1> and clean the threads on the ball joint stud.

CAUTION

Ensure the tool used to torque nut <1> is not jammed against the wheel bearing housing when torquing.

- Counter hold ball joint stud and torque new nut <1> to 70 Nm using the -VAG1332- and -VAG1332/10- or an equivalent torque wrench and 18 mm crowsfoot.

TIP

A tool with a T-30 Torx bit and a max dimension <A> of 17mm can be used to counter hold the ball joint stud.



¼" ratchet wrench with SnapOn® FTX30SE2 shown.

Proceed to Section C.

Section C – Campaign Completion Label

Install Campaign Completion Label

- 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).

Proceed to Section D.

Section D - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.