



Safety Recall

Code: 47N9

REVISION

Subject	Gas Bubbles in Brake System
Release Date	June 25, 2018
Revision Summary	Loaner/rental claiming added to claim entry instructions.
Important Information	The 47N9 code will show open in addition to the STP7 code. STP7 will close several days after 47N9 claim submission.
Affected Vehicles	U.S.A. & CANADA: Certain 2018 MY Volkswagen Beetle, Beetle Convertible, Golf, GTI & Golf SportWagen <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	Gas bubbles may form in the brake system due to insufficient chrome coating of the brake caliper pistons. If this happens, braking performance may be reduced which can increase the risk of a crash.
Corrective Action	Replace the rear brake calipers.
Stop-Drive Information	<ul style="list-style-type: none">• Volkswagen has issued an urgent stop-drive notice for affected vehicles. 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.• 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	Parts will not be allocated prior to owner notification. If you need to order parts to support this recall repair, please contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com) or chat with the VIN to order. Orders without an affected VIN will not be supported.
Code Visibility	On or about June 22, 2018, affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vw.com & OMD Web). A list was not posted for dealers who did not have any affected vehicles. On or about June 22, 2018, this campaign code showed open on affected vehicles in Elsa. On or about June 22, 2018, affected vehicles were 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 June 2018. 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

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.

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.vwclub.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	47N9																			
Damage Code	0099																			
Parts Vendor Code	WWO																			
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90																			
Causal Indicator	Mark left loaded caliper as causal part*																			
Vehicle Wash/Loaner	Do not claim wash.																			
Criteria I.D.	AD																			
	<p>Replace rear loaded caliper assemblies and bleed rear brakes Labor operation: 4741 55 99 110 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>561615405D</td> <td>Loaded Caliper - Left*</td> </tr> <tr> <td>1.00</td> <td>561615406D</td> <td>Loaded Caliper - Right</td> </tr> <tr> <td>4.00</td> <td>N 91168901</td> <td>Bolt – Caliper Carrier</td> </tr> <tr> <td>1.00</td> <td>B 000750M2</td> <td>Brake Fluid (one bottle = 0.5 liter)</td> </tr> </tbody> </table> <p>Loaner/rental OUTSIDE (LABOR)</p> <table border="1"> <thead> <tr> <th>Labor Operation</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>C7100040</td> <td>Loaner/rental (\$35 a day)</td> </tr> </tbody> </table>	Quantity	Part Number	Description	1.00	561615405D	Loaded Caliper - Left*	1.00	561615406D	Loaded Caliper - Right	4.00	N 91168901	Bolt – Caliper Carrier	1.00	B 000750M2	Brake Fluid (one bottle = 0.5 liter)	Labor Operation	Description	C7100040	Loaner/rental (\$35 a day)
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Continued on next page

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 18V369

IMPORTANT SAFETY RECALL **DO NOT DRIVE YOUR VEHICLE**

Safety Recall 47N9 – Gas Bubbles in Brake System

Certain 2018 Model Year Volkswagen Beetle, Beetle Convertible, Golf, GTI & Golf SportWagen

- ✓ **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 Beetle, Beetle Convertible, Golf, GTI & Golf SportWagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?	Gas bubbles may form in the brake system due to insufficient chrome coating of the brake caliper pistons. If this happens, braking performance may be reduced which can increase the risk of a crash.
What will we do?	To correct this defect, your authorized Volkswagen dealer will replace the rear brake calipers in your vehicle. This work will take two hours 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. To set up an appointment online, please visit www.vw.com/find-a-dealer .
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.
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 reach out to us using your preferred method of communication at www.vw.com/contact or by calling us at 800-893-5298.
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 visit www.vw.com/owners/recalls and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

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 47N9 – Gas Bubbles in Brake System

Certain 2018 Model Year Volkswagen Beetle, Beetle Convertible, Golf, GTI & Golf SportWagen

- ✓ **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 Beetle, Beetle Convertible, Golf, GTI & Golf SportWagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** Gas bubbles may form in the brake system due to insufficient chrome coating of the brake caliper pistons. If this happens, braking performance may be reduced which can increase the risk of a crash.
- What will we do?** To correct this defect, your authorized Volkswagen dealer will replace the rear brake calipers in your vehicle. This work will take two hours 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.
- 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.
- 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 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.

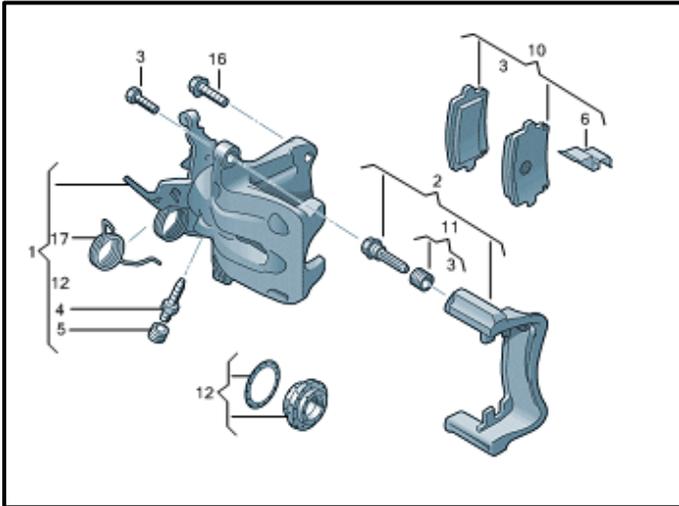
Sincerely,

Volkswagen Customer Protection

Repair Overview

NOTE

Customer owned vehicles were identified and prioritized for repair at the time of defect determination. Loaded caliper assemblies were shifted from vehicle production to repair these customer owned vehicles. These vehicles are identified with criteria AD, AL and AJ.



Customer (retail sold) units: **REPAIR AVAILABLE**

- Criteria = AD, AL or AJ
- Replace rear calipers with a loaded caliper assembly & bleed rear brakes.

Inventory (unsold) units: **REPAIR NOT YET AVAILABLE**

- Criteria = B1, BA, BB or BJ.

Required Parts

NOTE

The specified part numbers reflect the status at the start of this campaign. Updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>	<u>Model</u>
AD	1	561.615.405.D	Loaded Caliper - Left	Golf, Golf SW
	1	561.615.406.D	Loaded Caliper - Right	
AL	1	5QM.615.405.L	Loaded Caliper - Left	GTI
	1	5QM.615.406.L	Loaded Caliper - Right	
AJ	1	5C0.615.405.J	Loaded Caliper - Left	Beetle, Beetle Convertible
	1	5C0.615.406.J	Loaded Caliper - Right	
AD, AL or AJ	4	N 911.689.01	Bolt – Caliper Carrier	ALL
	Up to 400 ml	B 000.750.M7	Brake Fluid (30 liter drum)	
B1, BA, BB or BJ	REPAIR NOT YET AVAILABLE			

IMPORTANT PARTS INFORMATION

Brake Fluid Ordering Information

- When ordering brake fluid, please order only the 30 liter drum, part number B 000750M7.
- For claiming purposes, for every 0.5 liter of brake fluid used, 1.00 unit of B 000750M2 should be entered onto the SAGA claim regardless of which fluid part number was used.

Required Tools

 <p>Torque Wrench 5-50Nm -VAG1331- (or equivalent)</p>	 <p>Torque Wrench 40 - 200 Nm -VAG1332- (or equivalent)</p>
 <p>Brake Pedal Actuator -VAG1869/2- (or equivalent)</p>	 <p>Brake Filling and Bleeding Equipment -VAS6860- (or equivalent)</p>
 <p>Brake Bleeding Tool Set -VAS6564- (or equivalent)</p>	 <p>Brake Bleeding Tool Set - Insert Tool -VAS6564/9- (or equivalent)</p>

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

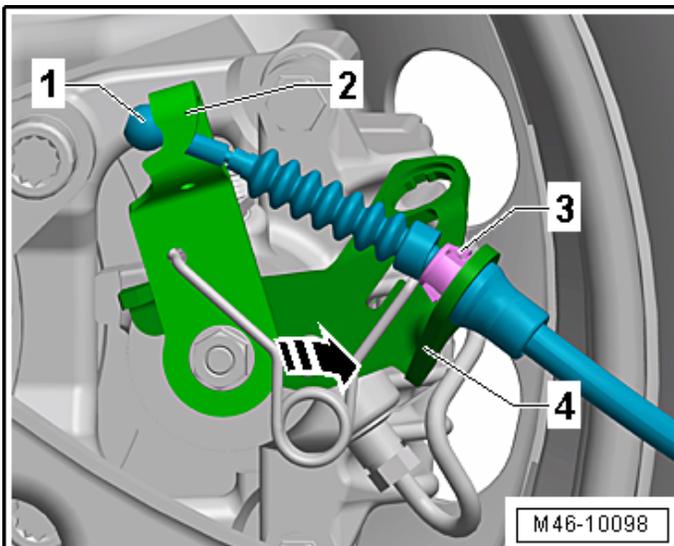
⚠ WARNING

Risk of injury. Refer to "Warning and Safety Precautions", found in **Appendix A** at the end of this document.

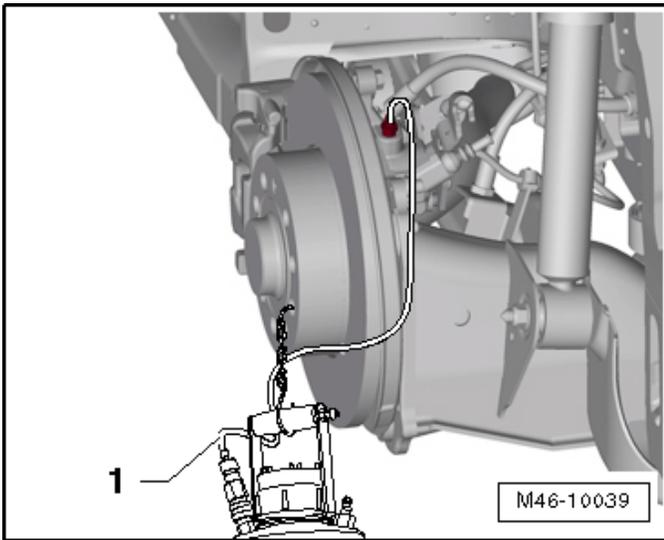
! NOTE

- 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.

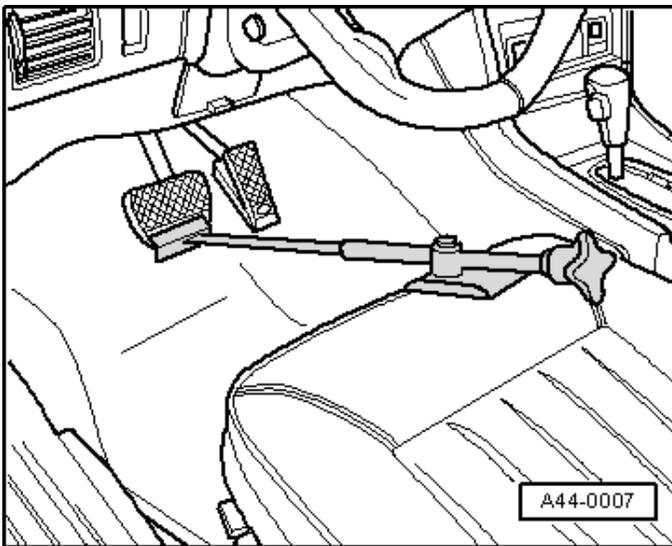
Section B – Replacing Rear Calipers or Caliper Assemblies



- Remove the rear wheels.
- Push the lever on the brake caliper <2> in the direction of the <arrow>.
- Disengage the parking brake cable <1> from the lever on the brake caliper.
- Squeeze the retainers <3>.
- Remove the parking brake cable <1> from the bracket on the brake caliper <4>.



- Connect the bleed hose <1> from the bleeder bottle to one of the calipers being replaced and open the bleed valve.



- Install the -VAG1869/2-.
- Close the bleeder valve and remove the bleeder bottle.

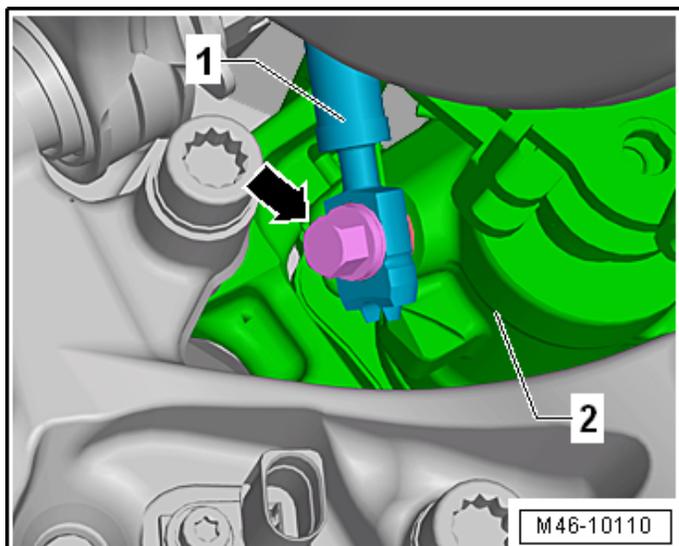
NOTE

By doing this, the valves in the brake master cylinder are closed and the brake fluid reservoir does not run empty. Also, no fluid will drain out of the brake hose once it is removed from the caliper.

Proceed to the appropriate Subsection:

Criteria	Subsection
AD or AL	1
AJ	2

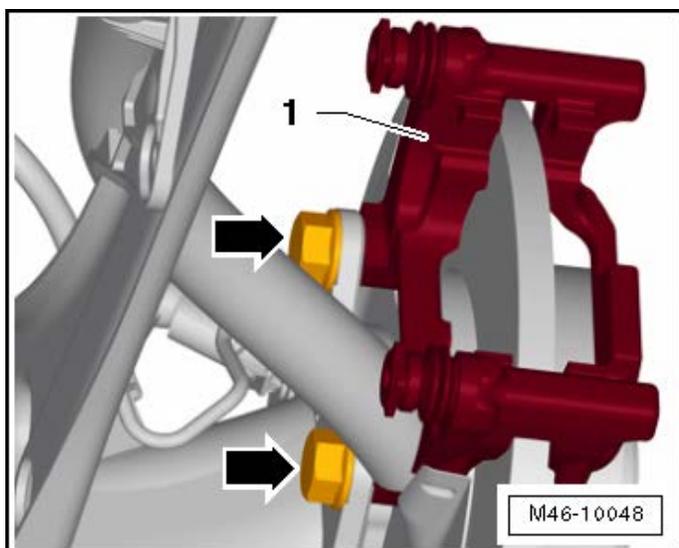
Subsection 1 – Caliper Replacement (Golf, Golf SW, GTI)



- Remove banjo bolt <arrow> and remove the brake hose <1> from the brake caliper <2>.
- Place a rag or plastic bag around the brake hose to catch any leaking brake fluid.

⚠ WARNING

Do not clamp off the brake hose by any method.



Vehicles with Criteria AD or AL:

ⓘ NOTE

Caliper shown removed in photo. The caliper does not require removal from the carrier.

- Remove bolts <arrows> and remove loaded caliper assembly.
- Install new loaded caliper assembly and torque new bolts <arrows> to 90 Nm + 90°.

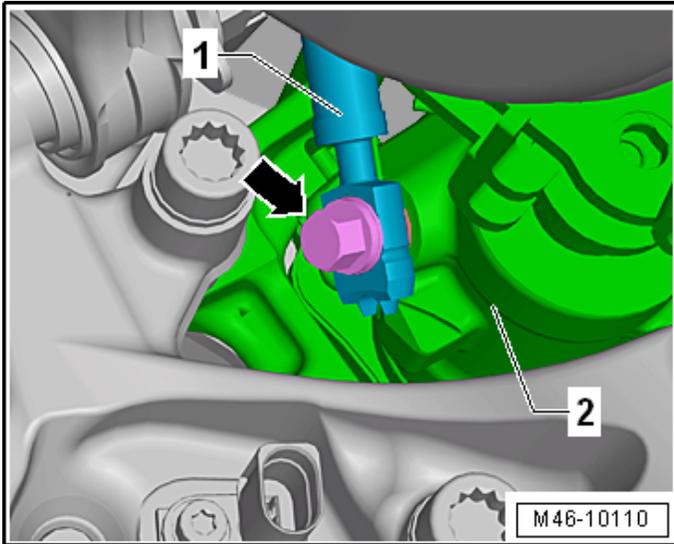
Crit.	Part Number	Part Description
AD	561.615.405.D	Loaded Caliper – Left
	561.615.406.D	Loaded Caliper - Right
AL	5QM.615.405.L	Loaded Caliper - Left
	5QM.615.406.L	Loaded Caliper - Right
AD or AL	N 911.689.01	Bolt – Caliper Carrier (x4)

Vehicles with Criteria B1, BA or BB: REPAIR NOT YET AVAILABLE

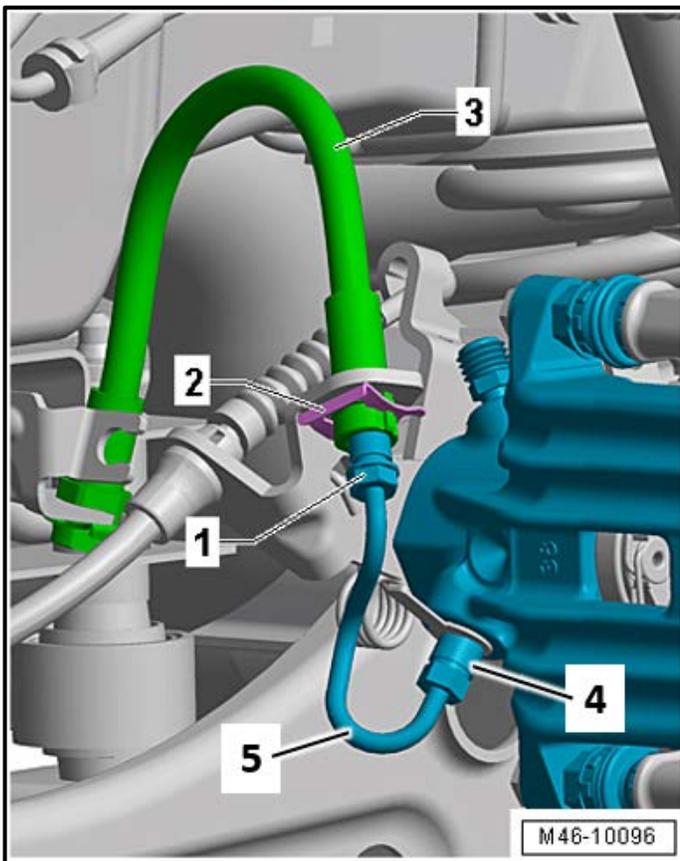
Continued for all Criteria:

- Install brake hose and torque banjo bolt <arrow> to 35 Nm.
- Install parking brake cable.

Proceed to Section C.



Subsection 2 – Caliper Replacement (Beetle, Beetle Convertible)

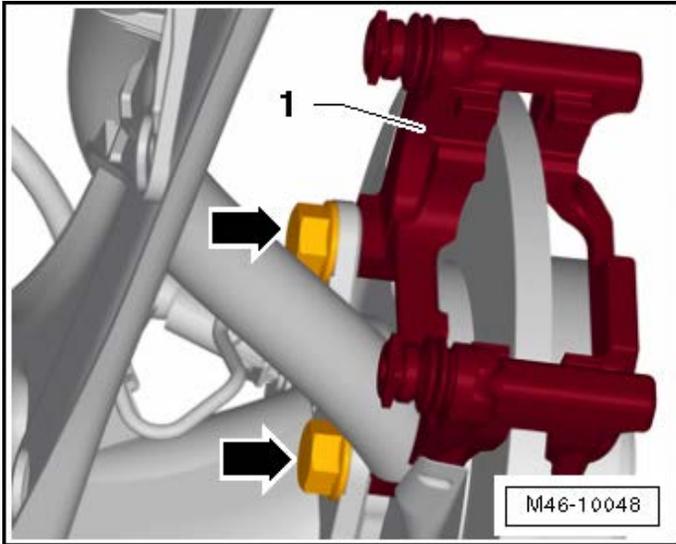


- Loosen brake line fitting <1>.
- Remove clamp <2> and remove brake hose <3> from bracket.
- Loosen brake line fitting <4> and remove brake line <5>.

⚠ WARNING

Do not clamp off the brake hose by any method.

Vehicles with Criteria AJ:



NOTE

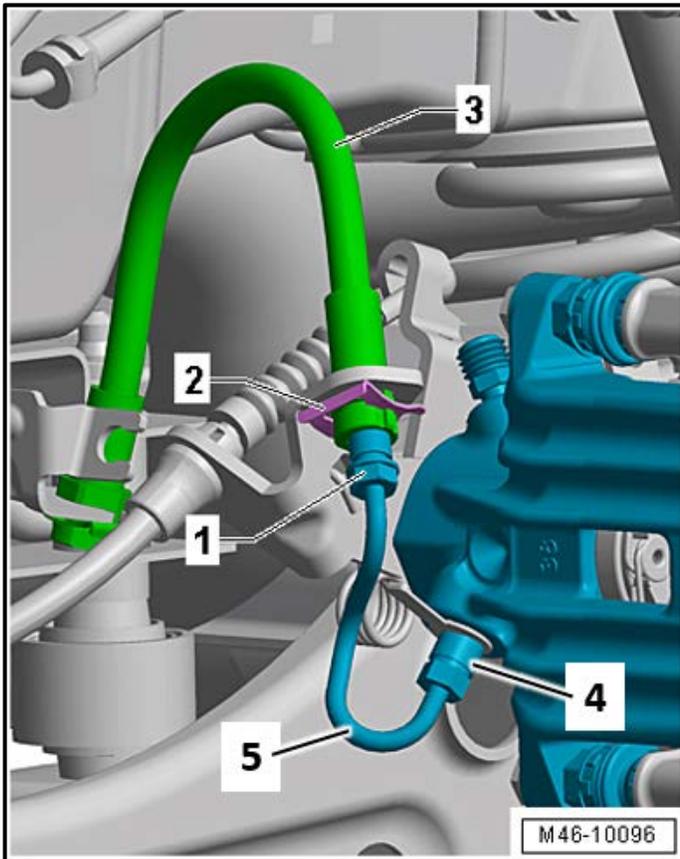
Caliper shown removed in photo. The caliper does not require removal from the carrier.

- Remove bolts <arrows> and remove caliper assembly.
- Install new caliper assembly and torque new bolts <arrows> to 90 Nm + 90°.

Crit.	Part Number	Part Description
AJ	5C0.615.405.J	Loaded Caliper - Left
	5C0.615.406.J	Loaded Caliper - Right
	N 911.689.01	Bolt – Caliper Carrier (x4)

Vehicles with Criteria BJ: REPAIR NOT YET AVAILABLE

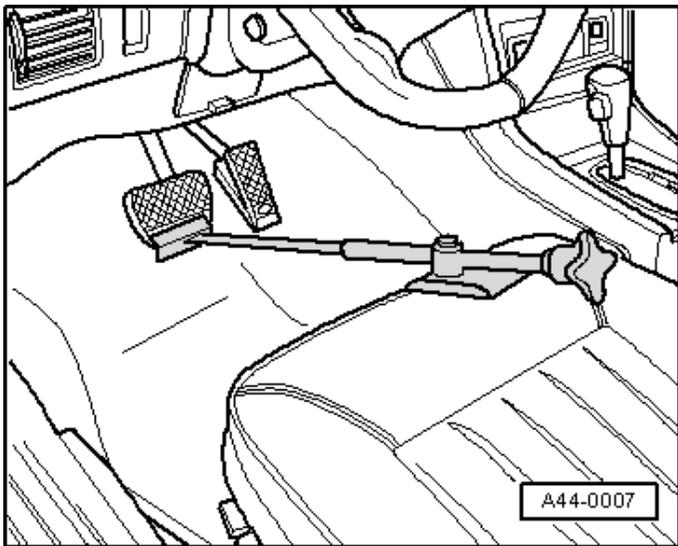
Continued for all Criteria:



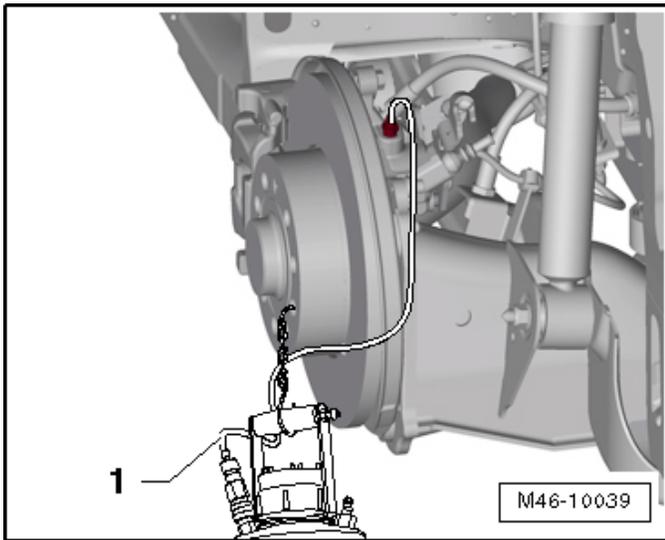
- Install brake hose <3> into bracket.
- Install brake line <5> and start brake line fittings <1 and 4> by hand, but do not torque.
- Once the brake line <5> is in its installed position, install clamp <2>.
- Torque brake line fittings <1 and 4> to 14 Nm.
- Install parking brake cable.

Proceed to Section C.

Section C – Bleeding Brakes



- Remove the -VAG1869/2-.

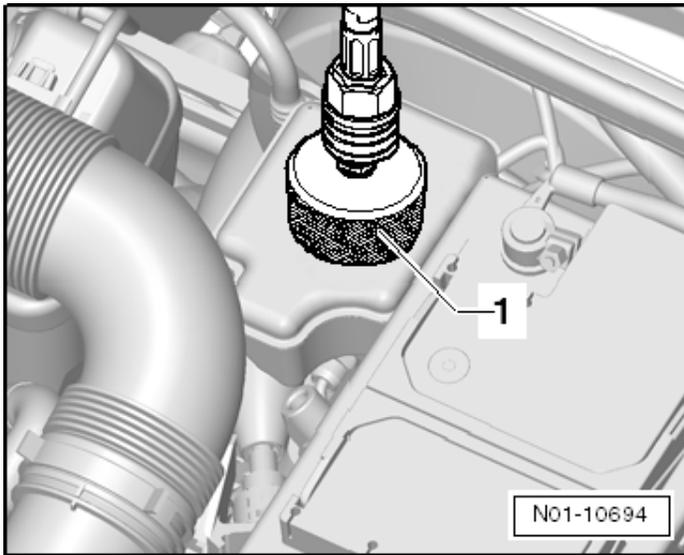


NOTE



The new brake calipers must be gravity bled before bleeding the brakes with the -VAS6860-.

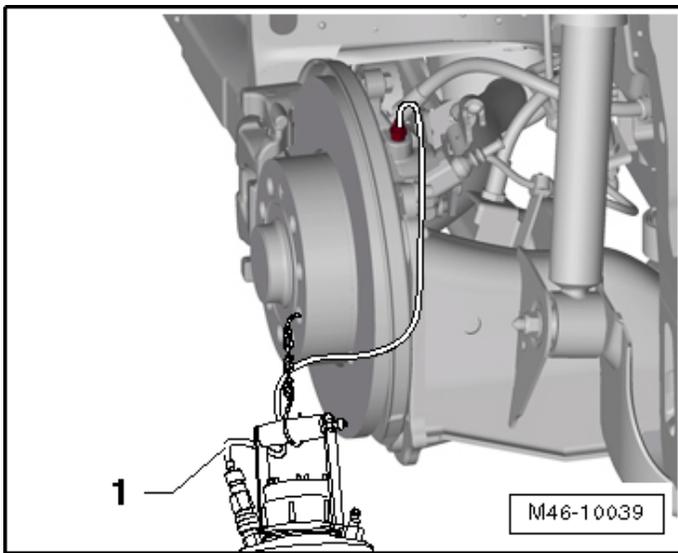
- Gravity bleed the new brake calipers:
 - Attach a hose to each caliper bleeder valve.
 - Open the bleeder valve on each caliper.
 - Once fluid starts to flow out of the bleeder valve, close the valve.



⚠ WARNING

- Only use new brake fluid conforming to VW standard (VW 501 14).
- Brake fluid is poisonous. Due to its caustic nature, it must also never come in contact with paint.
- Brake fluid is hygroscopic, meaning that it absorbs moisture from the surrounding air, and must therefore be stored in air-tight containers.
- Rinse any spilled brake fluid with plenty of water.

- Remove the cap from the brake fluid reservoir.
- Attach the adapter <1> to the brake fluid reservoir.
- Connect the hose on the -VAS6860- to the adapter <1>.
- Set bleeding pressure on the -VAS6860- to 2 bar.
- Bleed each caliper in the sequence below until no air bubbles are present and the amount of fluid listed flows out.



Seq.	Caliper Position	Amount of fluid to be removed
1	Left Rear	200 ml
2	Right Rear	200 ml

- Use a suitable bleeder hose. It must fit tightly on the bleeder valve so that no air can get into the brake system.
- After each caliper is bled, torque the bleeder valve to 10 Nm and install protective cap.
- Install wheels and torque wheel bolts to 120 Nm.

Proceed to Section D.

Section D – 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 E.

Section E - 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.

Appendix A – Warning and Safety Precautions

WARNING

- Only use new brake fluid conforming to VW standard (VW 501 14).
- Brake fluid is poisonous. Due to its caustic nature, it must also never come in contact with paint.
- Brake fluid is hygroscopic, meaning that it absorbs moisture from the surrounding air, and must therefore be stored in air-tight containers.
- Rinse any spilled brake fluid with plenty of water.