



# Safety Recall

## Code: 47N8/47N9

REVISION

<b>Subject</b>	Gas Bubbles in Brake System
<b>Release Date</b>	July 03, 2018
<b>Revision Summary</b>	<ul style="list-style-type: none"><li>• <b>47N9 new repair and claiming instructions updated.</b></li><li>• <b>47N8 repair available and instructions added.</b></li></ul>
<b>Affected Vehicles</b>	<p><b>47N8:</b> <b>U.S.A. &amp; CANADA: Certain 2018 MY Volkswagen Atlas and Passat</b></p> <p><b>47N9:</b> <b>U.S.A. &amp; CANADA: Certain 2018 MY Volkswagen Beetle, Beetle Convertible, Golf, GTI &amp; Golf SportWagen</b></p> <p><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 &amp; verification source.</i></p> <ul style="list-style-type: none"><li>✓ <i>Campaign status must show "open."</i></li><li>✓ <i>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.</i></li></ul>
<b>Problem Description</b>	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.
<b>Corrective Action</b>	Bleed front and rear brake calipers.
<b>Stop-Drive Information</b>	<ul style="list-style-type: none"><li>• Volkswagen has issued an urgent stop-drive notice for affected vehicles. Affected vehicles should NOT be driven until the recall repair has been completed.</li><li>• Owners are advised: <b>DO NOT DRIVE THE VEHICLE</b>; contact VW Roadside Assistance at 1-800-411-6688 to make arrangements for the vehicle to be towed to an authorized Volkswagen dealer.</li><li>• Provide a <b>FREE</b> loaner vehicle for affected owners if necessary.</li><li>• Quarantine all affected vehicles in dealer inventory (including those being used by dealership personnel or as demonstrator vehicles) until they are repaired.</li></ul>
<b>Code Visibility</b>	<p>On or about June 22, 2018, affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.vw.com">www.vw.com</a> &amp; OMD Web). A list was not posted for dealers who did not have any affected vehicles.</p> <p>On or about June 22, 2018, this campaign code showed open on affected vehicles in Elsa.</p> <p>On or about June 22, 2018, affected vehicles were identified with this campaign code in the VIN Lookup tool at <a href="http://www.vw.com">www.vw.com</a> and on the NHTSA VIN lookup tool at <a href="http://www.safercar.gov">www.safercar.gov</a>.</p>
<b>Owner Notification</b>	Owner notification will take place in July 2018. Owner letter examples are included in this bulletin for your reference.
<b>Additional Information</b>	<b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b>

**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](http://www.vwclub.com).*

## Claim Entry Instructions – 47N8

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.

<b>Service Number</b>	47N8														
<b>Damage Code</b>	0099														
<b>Parts Vendor Code</b>	WVO														
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90														
<b>Causal Indicator</b>	Mark labor as causal														
<b>Vehicle Wash/Loaner</b>	Do not claim wash.														
<b>Criteria I.D.</b>	ALL														
	<p>Bleed Front and Rear Brake Calipers</p> <p>Labor operation:      4701 07 99                              50 T.U.</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Up to 2.00</td> <td>B 000750M2</td> <td>Brake Fluid (one bottle = 0.5 liter)</td> </tr> </tbody> </table> <p>Loaner/rental</p> <p><b>OUTSIDE LABOR (Passat)</b></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> <p><b>OUTSIDE LABOR (Atlas)</b></p> <table border="1"> <thead> <tr> <th>Labor Operation</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>C7100040</td> <td>Loaner/rental (\$65 a day)</td> </tr> </tbody> </table>	Quantity	Part Number	Description	Up to 2.00	B 000750M2	Brake Fluid (one bottle = 0.5 liter)	Labor Operation	Description	C7100040	Loaner/rental (\$35 a day)	Labor Operation	Description	C7100040	Loaner/rental (\$65 a day)
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## Claim Entry Instructions – 47N9

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.
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## Customer Letter Example (USA) – 47N8

<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 47N8 – Gas Bubbles in Brake System**

#### ***Certain 2018 Model Year Volkswagen Atlas & Passat***

- ✓ **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 Passat and Atlas vehicles. Our records show that you are the owner of a vehicle affected by this action.

<b>What is the issue?</b>	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.
<b>What will we do?</b>	To correct this defect, your authorized Volkswagen dealer will bleed the front and rear brake calipers on your vehicle. This work will take less than an hour to complete and will be performed for you free of charge.
<b>What should you do?</b>	Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. To set up an appointment online, please visit <a href="http://www.vw.com/find-a-dealer">www.vw.com/find-a-dealer</a> .
<b>Lease vehicles and address changes</b>	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.
<b>Can we assist you further?</b>	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 <a href="http://www.vw.com/contact">www.vw.com/contact</a> or by calling us at 800-893-5298.
<b>Checking your vehicle for open Recalls and Service Campaigns</b>	To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit <a href="http://www.vw.com/owners/recalls">www.vw.com/owners/recalls</a> 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) – 47N8**

<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 47N8 – Gas Bubbles in Brake System**

***Certain 2018 Model Year Volkswagen Atlas & Passat***

- ✓ **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 Atlas and Passat 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 bleed the front and rear brake calipers on your vehicle. This work will take less than an 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.

**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](http://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

<MONTH YEAR>

<CUSTOMER NAME>

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**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.**
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**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 bleed the front and rear brake calipers on your vehicle. This work will take less than an 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. To set up an appointment online, please visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer).

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**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](http://www.vw.com/owners/recalls) and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

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Sincerely,

Volkswagen Customer Protection



**Repair Overview**

**NOTE**

As of July 03, 2018 the repair for the 47N9 has changed to bleeding the front and rear calipers.



- All models: Bleed front and rear calipers.

**Required Parts**

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
ALL	Up to 1 liter	B 000.750.M7	Brake Fluid (30 liter drum)

**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 units of B 000750M2 should be entered onto the SAGA claim.

## Required Tools



Torque Wrench  
5-50Nm  
-VAG1331-  
(or equivalent)



Brake Filling and Bleeding  
Equipment  
-VAS6860-  
(or equivalent)



Brake Bleeding Tool Set  
-VAS6564-  
(or equivalent)

## 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 ← <b>2</b>	Open ← <b>1</b>

**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.

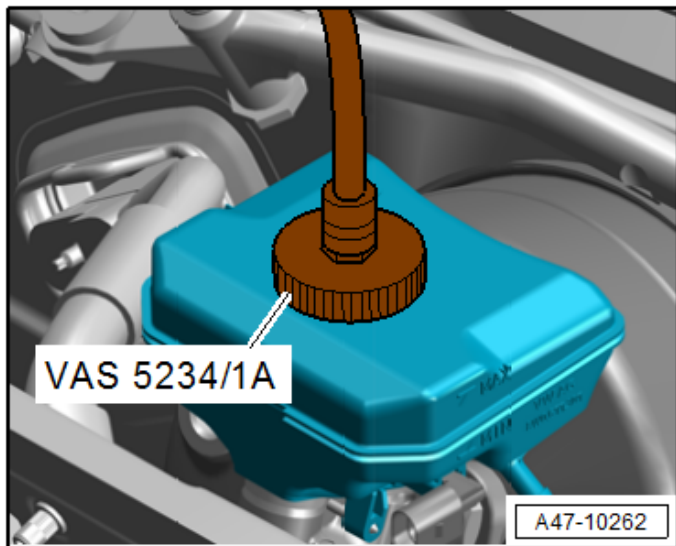
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

**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.

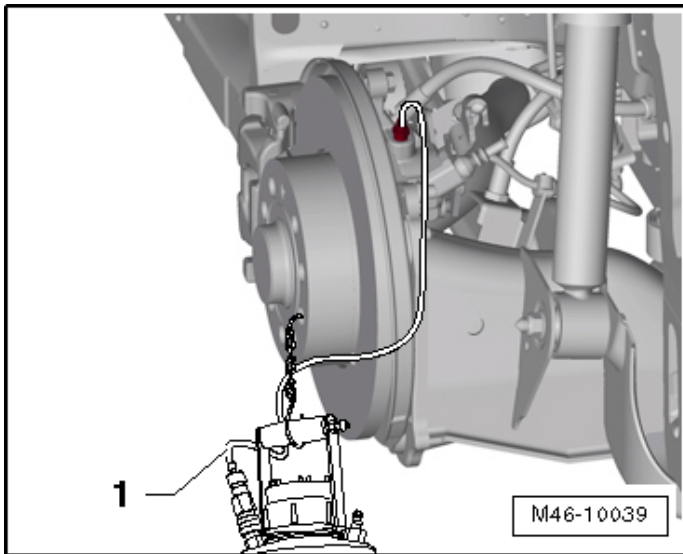


### WARNING

- 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 to the brake fluid reservoir.
  - Connect the hose on the -VAS6860- to the adapter.
  - Set bleeding pressure on the -VAS6860- to 2 bar.

### TIP

The wheels do not need to be removed for this procedure.



- Remove the protective cap from each breather valve.
- Bleed each caliper in the sequence below until no air bubbles are present.

BLEEDING SEQUENCE		
Seq.	Caliper Position	Max amount of fluid to be removed
1	Left Front	Up to 200 ml
2	Right Front	Up to 200 ml
3	Left Rear	Up to 300 ml
4	Right Rear	Up to 300 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.
- Validate brake operation.

**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.

#### **i** TIP

Ensure Campaign Completion Label does not cover any existing label(s).