Safety Recall Code: 46H6



Subject

Brake Caliper Carrier (Bracket) Bolts

Release Date

08/28/2018

Affected Vehicles

USA: 2018 MY Atlas & 2017-2018 MY Passat

Canada: 2018 MY Atlas & Passat

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.

✓ 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 brake caliper carrier (bracket) bolts may not be torqued to the correct specification. Because of this, the brake caliper carrier (bracket) may loosen, causing the brake caliper to move on its mount. If this happens, it may lead to increased vehicle stopping distance, may damage a wheel or even cause the vehicle to lose control, increasing the risk of a crash.

Corrective Action

Inspect affected brake caliper carrier (bracket) bolts. If a loose bolt is found, it will be replaced and torqued to the correct specification. Additionally, the brake caliper fasteners, bleeder valve and brake hose bolt will be checked and torqued to the correct specification, if necessary. For Passat only dealers will inspect if the parking brake cable is connected properly.

Precautions

A rattling noise while driving may occur when the affected brake caliper bolts become loose. If this happens, owners are advised to contact an authorized Volkswagen dealer without delay and arrange to have the vehicle inspected.

Parts Information

Parts will not be allocated prior to owner notification. If your dealership is at the weekly Upper Order Limit, please submit the backordered sales document number to upperorderlimits@vw.com to have additional parts released.

Code Visibility

On or about 08/28/2018, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vwhub.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles.

On or about 08/28/2018, this campaign code will show open on affected vehicles in Elsa.

On or about 08/28/2018, affected vehicles will be 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 September 2018. Owner letter examples are included in this bulletin for your reference.

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August 2018

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.

<u>Pre-Owned Vehicles in Dealer Inventory:</u> 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 <u>before</u> <u>delivery to consumers</u>.

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.

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August 2018 46H6 Page 2 of 20

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	46H6				
Damage Code	0099				
Parts Vendor Code	wwo				
Claim Type	Sold vehicle: 7 10				
	Unsold vehicle: 7 90				
Causal Indicator	Mark labor as causal				
Vehicle Wash/Loaner	Do not claim wash/loaner under this action				
Criteria I.D.	01				
	Inspect front calipers; no loose bolts found, no active brake fluid leak found, no correction of brake fluid level necessary				
	Labor operation: 0183 00 99 50 T.U.				
	-OR-				
	Inspect front calipers; further repair required				
	Labor operation: 4614 42 99 50 T.U.				
	-AND (if necessary)-				
	One or more caliper	carrier bolts or calip	er bolts require replacement		
	Labor operation:	4614 05 99	30 T.U.		
	Quantity	Part Number	Description		
	Up to 4.00	N 90948802	Caliper Carrier Bolt		
1					

Quantity	Part Number	Description
Up to 4.00	N 90948802	Caliper Carrier Bolt
Up to 2.00	WHT001921	Caliper Bolt w/ Attached Weight
Up to 2.00	WHT003252	Caliper Bolt

-AND (if necessary)-

Brake fluid level requires adjusting (add or extract fluid) 05 T.U. Labor operation: 4701 15 99

Quantity	Part Number	Description
Up to 0.50	B 000750M1	Brake Fluid (one bottle = 0.25 liter)

-OR-

Active brake fluid leak found at brake hose banjo bolt and/or brake bleeder valve. Brake bleeding required.

Labor operation: 4701 07 99 30 T.U.

Quantity	Part Number	Description
Up to 1.00	B 000750M3	Brake Fluid (one bottle = 1 liter)

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August 2018 46H6 Page 3 of 20

Criteria I.D.	02				
					nd, no active brake fluid leak found, no , parking brake cable found O.K.
	Labor operation	on:	0183 00 99		60 T.U.
	-OR-				
	Inspect rear c	alipers	; further repai	requi	ired
	Labor operation	on:	4615 42 99		60 T.U.
	-AND (if nece	ssary)-			
	Inspect rear c replacement	alipers	; one or more	calipe	er carrier bolts or caliper bolts require
	Labor operation	on:	4615 05 99		30 T.U.
	Quantity		Part Number	er	Description
	Up to 4.00		N 9116890		Caliper Carrier Bolt
	Up to 4.00		N 0102412	4	Caliper Bolt
	Brake fluid level requires adjusting (add or extract fluid) Labor operation: 4701 15 99 05 T.U.			·	
	Quantity		Number		cription
	Up to 0.50	B 000	0750M1	Brak	e Fluid (one bottle = 0.25 liter)
	-OR- Active brake fluid leak found at brake hose banjo bolt and/or brake bleeder valve. Brake bleeding required.				
	Labor operation	on:	4701 07 99		30 T.U.
	Quantity		Number		cription
	Up to 1.00	B 000	0750M3	Brak	e Fluid (one bottle = 1 liter)
	-AND (if necessary)-				
	-AIVD (II NOCC	.33ai y <i>j</i> -			
	·	e cable((s) found disc	onnec	ted at brake caliper; reconnect parking brake

-AND (if necessary)-

Parking brake cable(s) found disconnected at parking brake handle; reconnect parking brake cable(s) to parking brake handle

Labor operation: 4679 16 99 20 T.U.

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August 2018 46H6 Page 4 of 20

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 18V536

Subject: Safety Recall 46H6 – Brake Caliper Carrier (Bracket) Bolts

Certain 2018 Model Year Volkswagen Atlas and 2017-2018 Model Year Volkswagen Passat

Dear Volkswagen Owner,

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 Atlas and 2017-2018 model year Volkswagen Passat vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

The brake caliper carrier (bracket) bolts may not be torqued to the correct specification. Because of this, the brake caliper carrier (bracket) may loosen, causing the brake caliper to move on its mount. If this happens, it may lead to increased vehicle stopping distance, may damage a wheel or even cause the vehicle to lose control, increasing the risk of a crash.

What will we do?

To correct this defect, your authorized Volkswagen dealer will inspect affected brake caliper carrier (bracket) bolts. If a loose bolt is found, it will be replaced and torqued to the correct specification. Additionally, the brake caliper fasteners, bleeder valve and brake hose bolt will be checked and torqued to the correct specification, if necessary. For Passat only dealers will inspect if the parking brake cable is connected properly. This work will take about 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.

Precautions you should

A rattling noise while driving may occur when the affected brake caliper bolts become loose. If this happens, contact an authorized Volkswagen dealer without delay and arrange to have the vehicle inspected.

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>

Subject: Safety Recall 46H6 - Brake Caliper Carrier (Bracket) Bolts

Certain 2018 Model Year Volkswagen Atlas and Passat

Dear Volkswagen Owner,

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? The brake caliper carrier (bracket) bolts may not be torqued to the correct

> specification. Because of this, the brake caliper carrier (bracket) may loosen, causing the brake caliper to move on its mount. If this happens, it may lead to increased vehicle stopping distance, may damage a wheel or even cause the vehicle to lose

control, increasing the risk of a crash.

What will we do? To correct this defect, your authorized Volkswagen dealer will Inspect affected brake

caliper carrier (bracket) bolts. If a loose bolt is found, it will be replaced and torqued to the correct specification. Additionally, the brake caliper fasteners, bleeder valve and brake hose bolt will be checked and torqued to the correct specification, if necessary. For Passat only dealers will inspect if the parking brake cable is connected properly. This work will take about an hour to complete and will be

performed for you free of charge.

What should you Please contact your authorized Volkswagen dealer without delay to schedule this do?

recall repair.

Precautions you A rattling noise while driving may occur when the affected brake caliper bolts should take become loose. If this happens, contact an authorized Volkswagen dealer without

delay and arrange to have the vehicle inspected. Lease vehicles and 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 If your authorized Volkswagen dealer fails or is unable to complete this work free of further? 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,

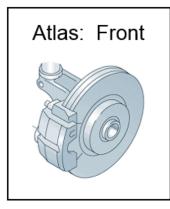
address changes

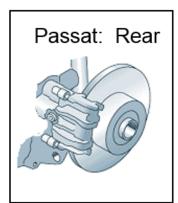
Volkswagen Customer Protection

U 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.

Repair Overview





- Check brake caliper carrier bolt and caliper bolt torque and replace bolts if necessary.
 - Atlas: Front CaliperPassat: Rear Caliper
- Check bleeder valve and brake hose for proper torque.
- Passat only Inspect parking brake cable.

Required Parts (If necessary)

<u>Criteria</u>	Quantity	Part Number	Part Description	<u>Model</u>
	Up to 4	N 909.488.02	Caliper Carrier Bolt	
01	Up to 2	WHT.001.921	Caliper Bolt w/ Attached Weight	Atlas
	Up to 2	WHT.003.252	Caliper Bolt	
02	Up to 4	N 911.689.01	Caliper Carrier Bolt	Passat
02	Up to 4	N.010.241.24	Caliper Bolt	Fassai

Required Tools



Torque Wrench 40 - 200 Nm -VAG1332-(or equivalent)



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



Brake Filling and Bleeding
Equipment
-VAS6860(or equivalent)



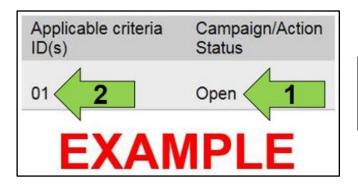
Brake Bleeding Tool Set
-VAS6564(or equivalent)

Repair Instruction

Section A - Check for Previous Repair



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



• Enter the VIN in Elsa and proceed to the "Campaign/Action" screen.

i 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.

Criteria 01 (Atlas): Proceed to Section B

Criteria 02 (Passat): Proceed to Section C

August 2018 46H6 Page 8 of 20

Section B – Atlas Front Brake Caliper Inspection (Criteria 01)



- The brake caliper inspection must be performed on both front calipers.
- Raise the vehicle on the hoist.
- Remove the front wheels.

A CAUTION

The wheel bolts must be loosened and properly torqued due to the possibility of the wheel bolts being over torqued or under torqued during the factory rework.

- Make marks <arrows> on the brake caliper carrier bolt and the wheel bearing housing.
- Set torque wrench to 160 Nm.
- Slowly turn the torque wrench until the 160 Nm test torque value is achieved.



There may be other paint marks present which were made during production. It is recommended to use a paint pen that is a different color than any marks already present to avoid confusion.



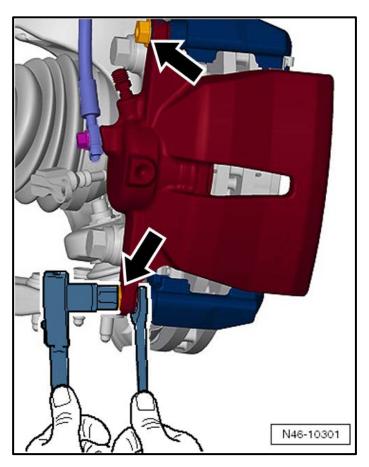


- Inspect the previously made marks.
 - If the marks are aligned, the bolt does not require replacement.
 - If the marks are not aligned, the bolt must be replaced and torqued to 200 Nm.

Part Number	Part Description
N 909.488.02	Caliper Carrier Bolt

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August 2018 46H6 Page 9 of 20



- Make marks on both brake caliper bolts <arrows> and the brake caliper.
- Set torque wrench to 28 Nm.
- Counterhold guide pins and slowly turn the torque wrench until the 28 Nm test torque value is achieved.





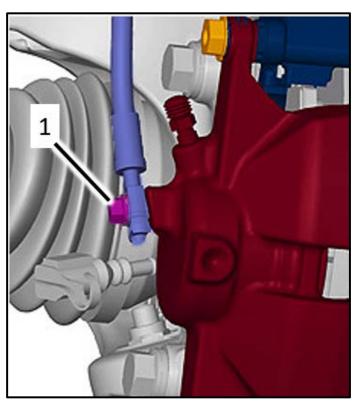
! NOTE

Lower bolt shown. Procedure for the upper bolt with attached weight is similar.

- Inspect the previously made marks.
 - If the marks are aligned, the bolt does not require replacement.
 - If the marks are not aligned, the bolt must be replaced and torqued to 35 Nm.

Part Number	Part Description
WHT.001.921	Caliper Bolt w/ Attached Weight
WHT.003.252	Caliper Bolt

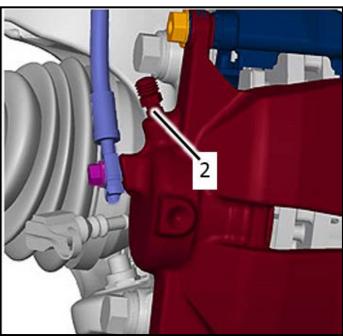
August 2018 46H6 Page 10 of 20



- Verify torque on brake hose banjo bolt <1>:
 - Torque the brake hose bolt <1> to 35 Nm.
 - If the brake hose banjo bolt was found loose and there is an active brake fluid leak from the brake hose connection, the brake system must be bled (see Section D).



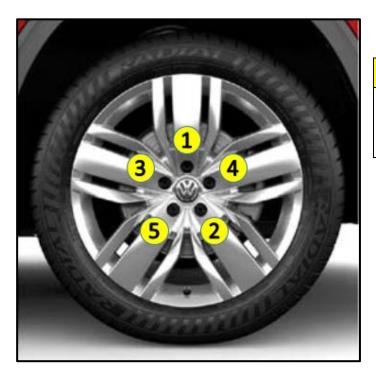
If the brake hose banjo bolt was found loose, the brake hose does not require replacement.



- Verify torque on brake bleeder valve:
 - o Remove the bleeder valve cap.
 - Torque the bleeder valve <2> to 10 Nm and reinstall the bleeder valve cap.
 - If the bleeder valve was found loose and there is an active brake fluid leak from the bleeder valve, the brake system must be bled (see Section D).

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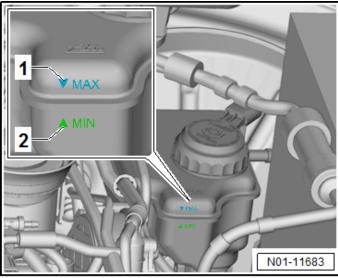
August 2018 46H6 Page 11 of 20



Install wheels and torque diagonally to 120 Nm.

A CAUTION

The wheel bolts must be loosened and properly torqued due to the possibility of the wheel bolts being over torqued or under torqued during the factory rework.



- Check brake fluid and ensure the fluid is at the max level <1>.
- Top off or extract fluid as necessary until the brake fluid level is at the max level <1>.

① NOTE

- Brake fluid level must always be evaluated depending on brake pad wear.
- During operation of the vehicle, the brakes are automatically readjusted depending on wear of the brake pads. Because of the adjustment, brake fluid level will be slightly lower as a result.

Inspection Complete, Proceed to Section F.

August 2018 46H6 Page 12 of 20

Section C – Passat Rear Brake Caliper Inspection (Criteria 02)



- The brake caliper inspection must be performed on both rear calipers.
- Pull up on the parking brake handle.



- Raise the vehicle on the hoist.
- Remove the rear wheels.

A CAUTION

The wheel bolts must be loosened and properly torqued due to the possibility of the wheel bolts being over torqued or under torqued during the factory rework.

- If the internal splines of the caliper carrier bolt are found stripped <see inset>, the bolt must be replaced and torqued to 90 Nm + 90°.
- Make marks <arrows> on the brake caliper carrier bolt and the wheel bearing housing.
- Set torque wrench to 115 Nm.
- Slowly turn the torque wrench until the 115 Nm test torque value is achieved.

U NOTE

There may be other paint marks present which were made during production. It is recommended to use a paint pen that is a different color than any marks already present to avoid confusion.

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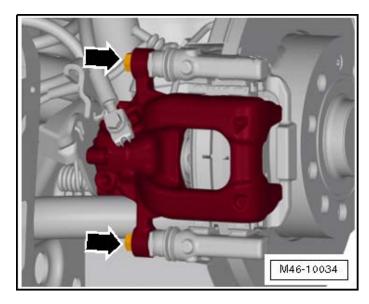
August 2018 46H6 Page 13 of 20





- Inspect the previously made marks.
 - o If the marks are aligned, the bolt does not require replacement.
 - If the marks are not aligned, the bolt must be replaced and torqued to 90 Nm + 90°.

Part Number	Part Description	
N 911.689.01	Caliper Carrier Bolt	



- Make marks on both brake caliper bolts <arrows> and the brake caliper.
- Set torque wrench to 28 Nm.
- Counterhold guide pins and slowly turn the torque wrench until the 28 Nm test torque value is achieved.





- Inspect the previously made marks.
 - If the marks are aligned, the bolt does not require replacement.
 - If the marks are not aligned, the bolt must be replaced and torqued to 35 Nm.

Part Number	Part Description
N 010.241.24	Caliper Bolt

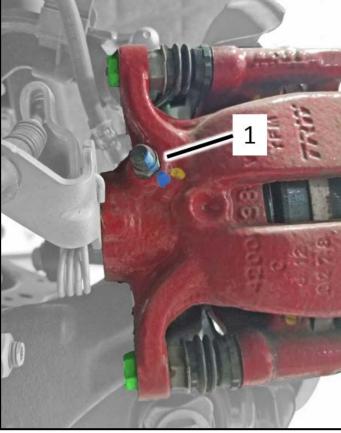
August 2018 46H6 Page 14 of 20



- Verify torque on brake hose banjo bolt:
 - Torque the brake hose bolt <arrow> to 35 Nm.
 - If the brake hose banjo bolt was found loose and there is an active brake fluid leak from the brake hose connection, the brake system must be bled (see Section D).

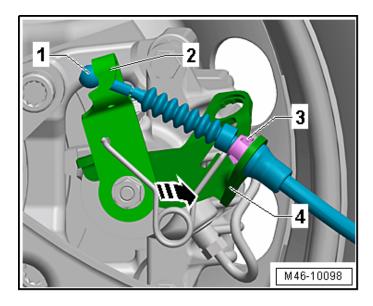


If the brake hose banjo bolt was found loose, the brake hose does not require replacement.



- Verify torque on brake bleeder valve:
 - o Remove the bleeder valve cap.
 - Torque the bleeder valve <1> to 10 Nm and reinstall the bleeder valve cap.
 - If the bleeder valve was found loose and there is an active brake fluid leak from the bleeder valve, the brake system must be bled (see Section D).

August 2018 46H6 Page 15 of 20





- Inspect parking brake cables:
 - Ensure the cable <1> is fully seated into lever <2> on the brake caliper.
 - Ensure the tabs <3> on the cable are fully engaged in the bracket <4>.
 - With the parking brake handle pulled up, the lever <2> should be seen in the engaged position and the wheel should be locked.
 - If the parking brake is not engaged, it is possible that the cable became detached from the parking brake handle and must be reattached (see Section E for instructions to reconnect cable to parking brake handle).

① NOTE

If the parking brake cable was found not attached, performing an adjustment to the parking brake cable is not required.

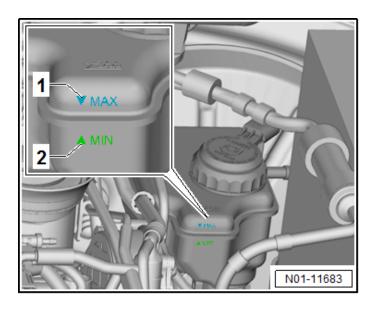
Install wheels and torque diagonally to 140 Nm.

A CAUTION

The wheel bolts must be loosened and properly torqued due to the possibility of the wheel bolts being over torqued or under torqued during the factory rework.

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August 2018 46H6 Page 16 of 20



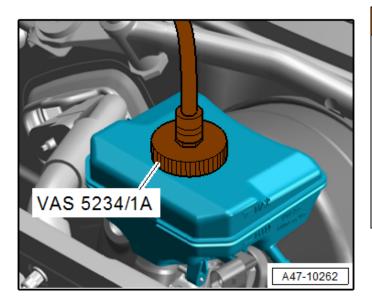
- Check brake fluid and ensure the fluid is at the max level <1>.
- Top off or extract fluid as necessary until the brake fluid level is at the max level <1>.

U NOTE

- Brake fluid level must always be evaluated depending on brake pad wear.
- During operation of the vehicle, the brakes are automatically readjusted depending on wear of the brake pads. Because of the adjustment, brake fluid level will be slightly lower as a result.

Inspection Complete, Proceed to Section F.

Section D – Brake Bleeding Procedure (Perform only if an active brake fluid leak was found at the brake bleeder valve or the brake hose banjo bolt)

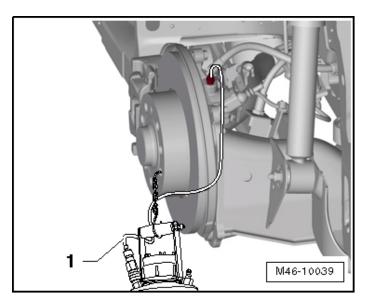


WARNING

- 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.

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August 2018 46H6 Page 17 of 20

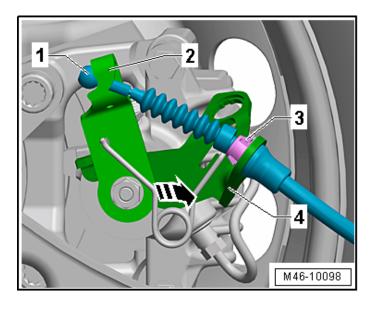


- Remove the protective cap from each breather valve
- Bleed each caliper in the sequence below until no air bubbles are present.

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.

Section E – Parking Brake Cable Reattachment (if necessary)



If cable is detached from the parking brake handle, but is attached to the brake caliper:

 Pull back parking brake lever <2> in direction of <arrow>.

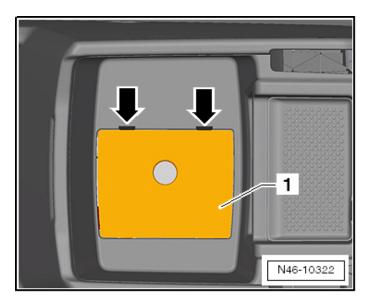
i TIP

A flat bladed screwdriver may be needed to pry lever <2> forward.

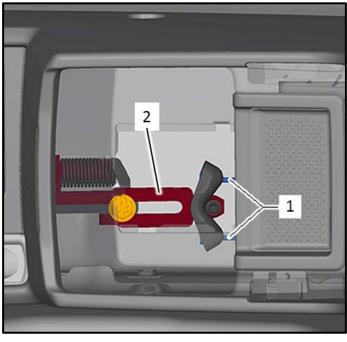
• Remove cable <1> from lever <2>.

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August 2018 46H6 Page 18 of 20

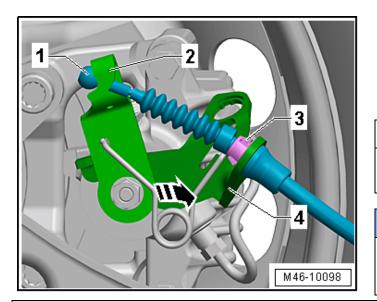


- Remove the liner mat <1> from the center console storage compartment:
 - Release the tabs <arrows> and open the access cover <1>.



- Reconnect parking brake cable(s) <1> to compensator bracket <2>.
- Install access cover.

August 2018 46H6 Page 19 of 20



- Ensure the tabs <3> on the cable are fully engaged in the bracket <4>.
- Pull back parking brake lever <2> in direction of <arrow>.
- Install cable <1> into lever <2>.

(i) TIP

A flat bladed screwdriver may be needed to pry lever <2> forward.

U NOTE

If the parking brake cable was found not attached, performing an adjustment to the parking brake cable is not required.

Section F - 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).

Proceed to Section G.

Section G - 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.

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August 2018 46H6 Page 20 of 20