



Safety Recall

Code: 42J2

Subject	Rear Axle Coil Springs
Release Date	January 24, 2019
Affected Vehicles	U.S.A. and Canada: Certain 2015 MY Golf SportWagen & 2019 MY Jetta <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 rear axle coil springs in affected vehicles may not have met factory specifications due to a defect in materials or because of problems in the spring production process. These issues can impact the long-term durability of the rear axle coil springs. Affected coil springs can break. A broken coil spring can damage a rear tire, become a hazard on the roadway and lead to a loss of vehicle control without warning, putting people at risk and possibly causing damage to other vehicles on the road.
Corrective Action	Replace the rear axle coil springs.
Parts Information	Parts will be allocated prior to owner notification. If allocated parts have been used and 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. Please note: there are only two (2) vehicles with Criteria 02. Dealers should order parts for a Criteria 02 vehicle only after the appointment has been scheduled.
Code Visibility	On or about January 24, 2019, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vw.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles. On or about January 24, 2019, this campaign code will show open on affected vehicles in Elsa. On or about January 24, 2019, 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 January 2019. 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.

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 18V904

**Subject: Safety Recall 42J2 – Rear Axle Coil Springs
Certain 2015 Model Year Volkswagen Golf SportWagen & Certain 2019 Model Year Volkswagen Jetta**

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 2015 model year Volkswagen Golf SportWagen vehicles and in certain 2019 model year Volkswagen Jetta vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** The rear axle coil springs in affected vehicles may not have met factory specifications due to a defect in materials or because of problems in the spring production process. These issues can impact the long-term durability of the rear axle coil springs. Affected coil springs can break. A broken coil spring can damage a rear tire, become a hazard on the roadway and lead to a loss of vehicle control without warning, putting people at risk and possibly causing damage to other vehicles on the road.
- What will we do?** To correct this defect, your authorized Volkswagen dealer will replace the rear axle coil springs. This work will take about 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.
- Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, please refer to the enclosed form that explains how to request reimbursement.
- 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 42J2 – Rear Axle Coil Springs
Certain 2015 Model Year Volkswagen Golf SportWagen & Certain 2019 Model Year Volkswagen Jetta**

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 2015 model year Volkswagen Golf SportWagen and in certain 2019 model year Volkswagen Jetta vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** The rear axle coil springs in affected vehicles may not have met factory specifications due to a defect in materials or because of problems in the spring production process. These issues can impact the long-term durability of the rear axle coil springs. Affected coil springs can break. A broken coil spring can damage a rear tire, become a hazard on the roadway and lead to a loss of vehicle control without warning, putting people at risk and possibly causing damage to other vehicles on the road.
- What will we do?** To correct this defect, your authorized Volkswagen dealer will replace the rear axle coil springs. This work will take about two hours to complete and will be performed for you free of charge.
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- Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, please refer to the enclosed form that explains how to request reimbursement.
- 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.

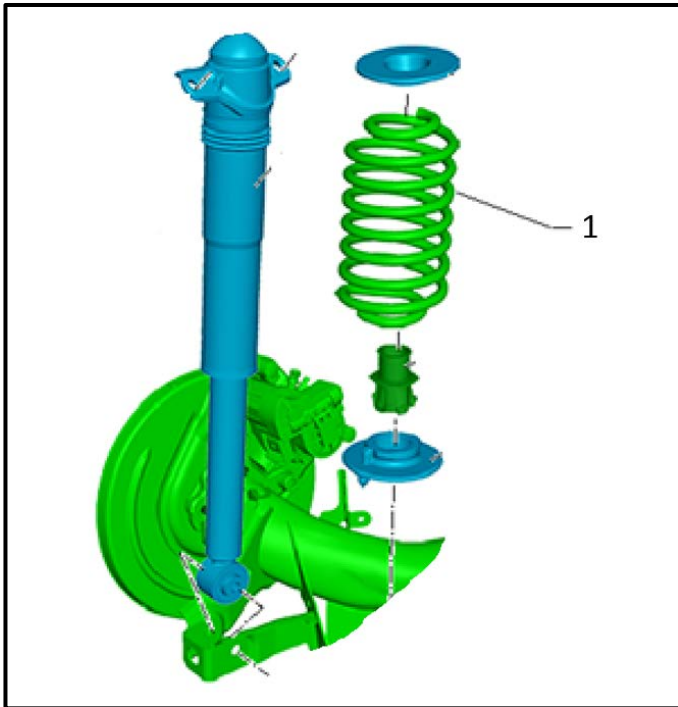
Sincerely,

Volkswagen Customer Protection

NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- 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



- Replace rear coil springs <1>.

Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01	2	5QM.511.121.AA	Coil spring
02	2	5QM.511.121.E	Coil spring
01 (Golf ONLY)	2	N 106.286.01	Lower shock bolt (Golf ONLY)

NOTE

Please note: there are only two (2) vehicles with Criteria 02. Dealers should order parts for a Criteria 02 vehicle only after the appointment has been scheduled.

The specified part numbers reflect the status at the start of this recall. Interim 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.

Required Tools

 <p>Engine and Gearbox Jack -VAS6931- (or equivalent)</p>	 <p>Engine/Gearbox Jack - Gearbox Support -T10337- (or equivalent)</p>
 <p>Engine/Gearbox Jack Adapter - Wheel Hub Support -T10149-</p>	 <p>Torque Wrench 1332 40-200Nm -VAG1332- (or equivalent)</p>
 <p>Torque Wrench 5-50Nm -VAG1331- (or equivalent)</p>	 <p>Tensioning Strap -T10038- (or equivalent)</p>
 <p>Spring Compressor Kit - Spring Retainer w/Inserts -VAG1752/3A- (Jetta ONLY)</p>	 <p>Spring Compressor Kit - Spring Tensioner -VAG1752/1- (Jetta ONLY)</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.

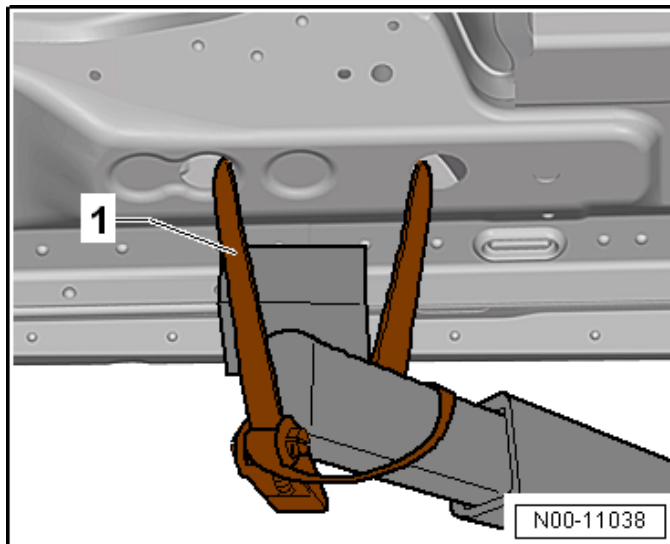
TIP

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.

Model	Section
Jetta	B
Golf	C

Section B – Repair Procedure – Golf

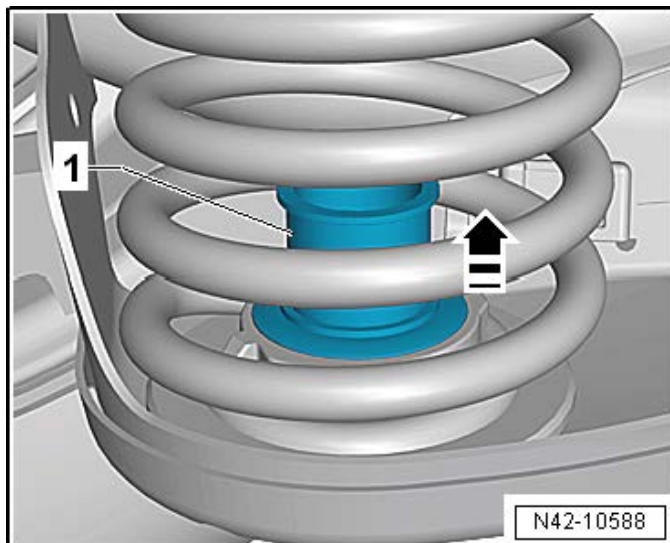


Secure vehicle on the hoist:

⚠ WARNING

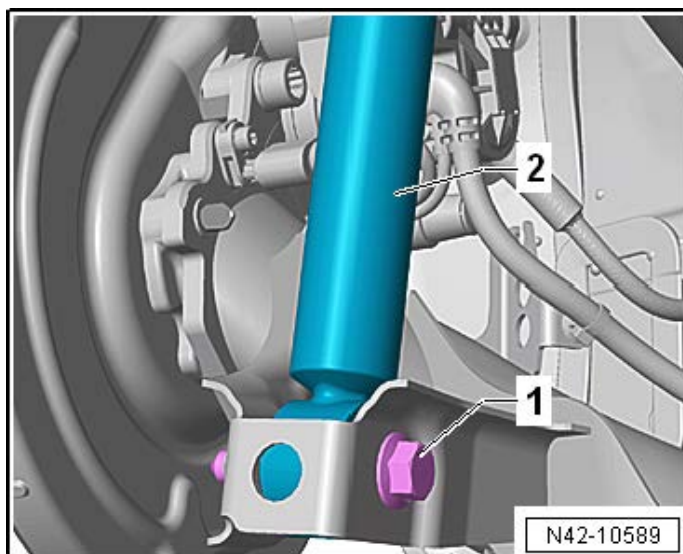
When suspension is lifted in curb weight position, the vehicle must be secured on the hoist to prevent it from tipping off the hoist.

- Secure vehicle so it does not tip off the hoist using -T10038- or equivalent.



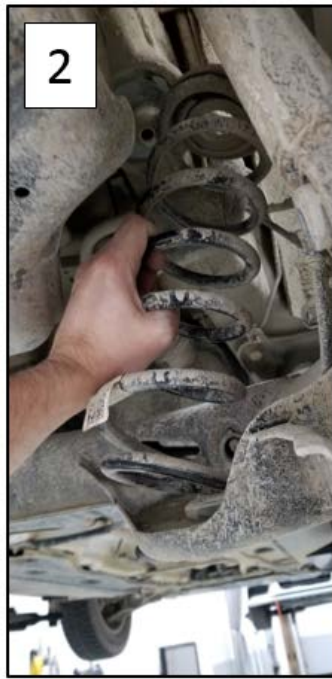
Remove clip (if present):

- Raise vehicle on hoist and remove rear wheels.
- Remove the clip <1> in the direction of <arrow> until stop.



Remove lower shock bolts:

- Position the -VAS6931- with Engine/Gearbox Jack - Gearbox Support -T10337- under the spring pocket on the left side of the torsion beam axle and apply slight upward pressure.
- Remove left side lower shock bolt <1>.
- Lower the Engine and Gearbox Jack -VAS6931- and free up the shock.
- Repeat the same procedure to remove the right side lower shock bolt.



Replacing coil springs:

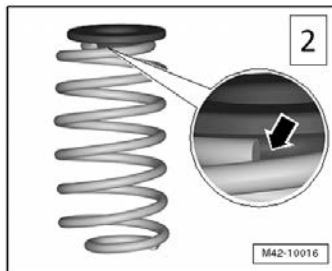
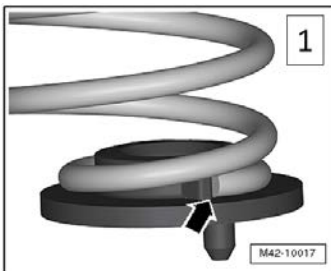
- Remove the engine and gearbox jack from under the vehicle.
- Pull down gently on the torsion beam axle and unseat the shock from the axle <image 1>.
- Unseat the coil spring from the upper pocket first, then the lower pocket <image 2>.

i TIP

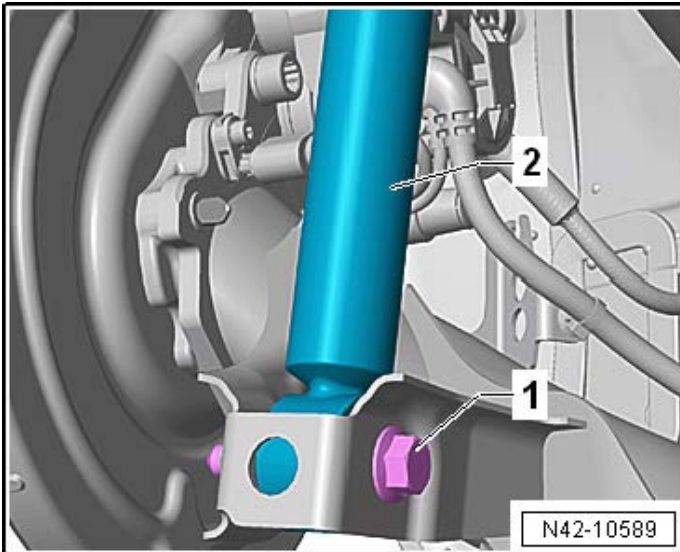
Use a small pry bar or large flat blade screwdriver to assist in unseating the coil spring from the lower spring pocket.

- Remove the coil spring from the vehicle.
- Install new spring.

Part Number	Part Description
5QM.511.121.AA	Coil spring



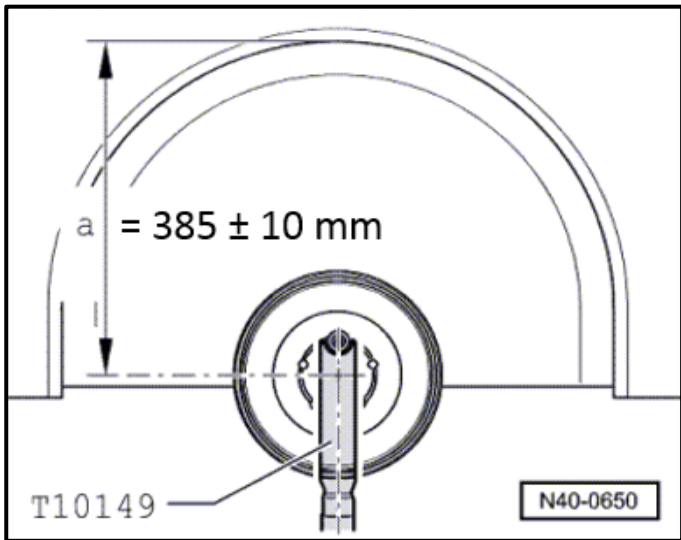
- Transfer the upper and lower spring supports to the new spring.
- Slowly raise the suspension with the -VAS6931- and guide the spring so it is seated on the upper and lower spring mounts.
- Note the following when installing the new spring:
 1. The end of the spring coil <arrow> must rest against the stop on the lower spring support.
 2. The upper spring support must be fully seated on the upper spring coil <arrow>.
 3. The lower spring support pin must go through the hole in the lower control arm.



Connect shocks to axle:

- Lift torsion beam axle on one side.
- Position shock <2> so the bolt holes on the shock and the axle line up.
- Start new lower shock bolt <1> by hand, but do not tighten.

Part Number	Part Description
N 106.286.01	Lower shock bolt



Raise suspension to curb weight position:

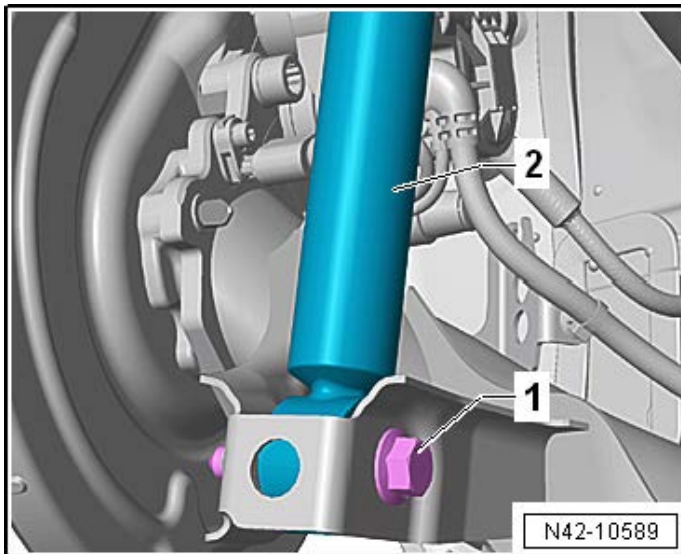
⚠ WARNING

When suspension is lifted in curb weight position, the vehicle must be secured on the hoist to prevent it from tipping off the hoist.

- Turn the wheel hub until one of the holes for the wheel bolts is on top.
- Install the -T10149- with a wheel bolt.
- Raise the suspension with the -VAS6931- until dimension <a> is achieved.
 - Dimension <a> = 385 ± 10 mm.

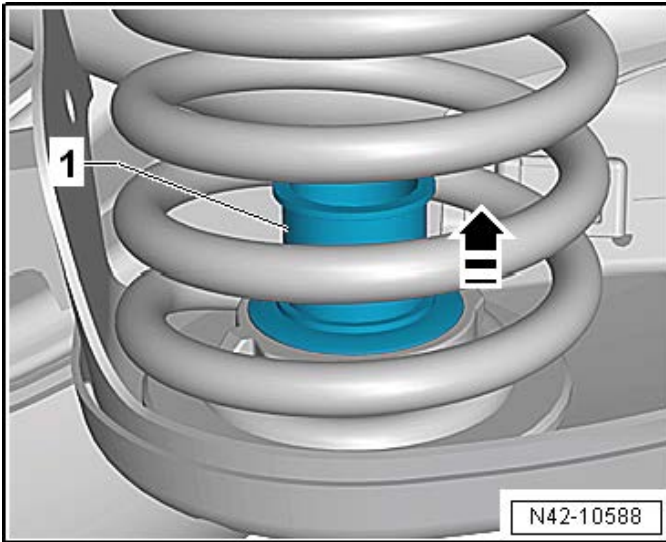
⚠ CAUTION

- All bolts on suspension components with bonded rubber bushings must always be tightened in curb weight position (unloaded condition).
- Bonded rubber bushings have a limited range of rotation.
- Axle components with bonded rubber bushings must be brought into the position they will be in when driving before they are tightened (curb weight position). Otherwise, the bonded rubber bushing will have tension, which will reduce the service life.



Torque lower shock bolt and install rear wheels:

- Torque lower shock bolt <1> to 70 Nm + 180°.
- Install rear wheels and torque to 120 Nm.
- Remove any tools that were used to secure the vehicle on the hoist.

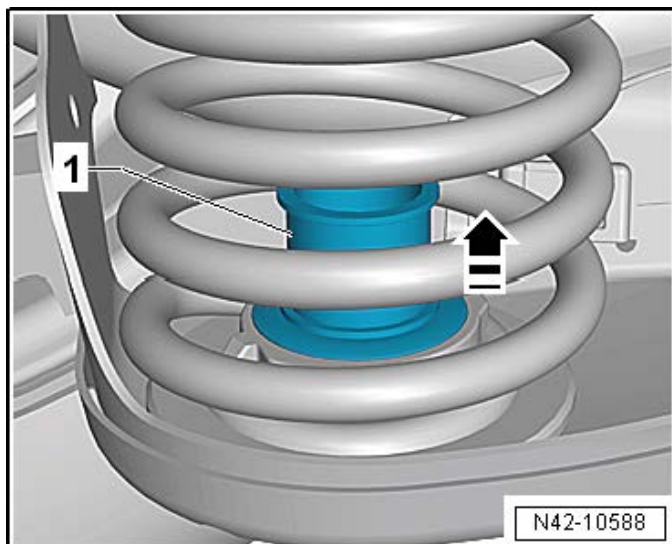


Install clip (if present):

- Install the clip <1> in the opposite direction of <arrow> until stop.

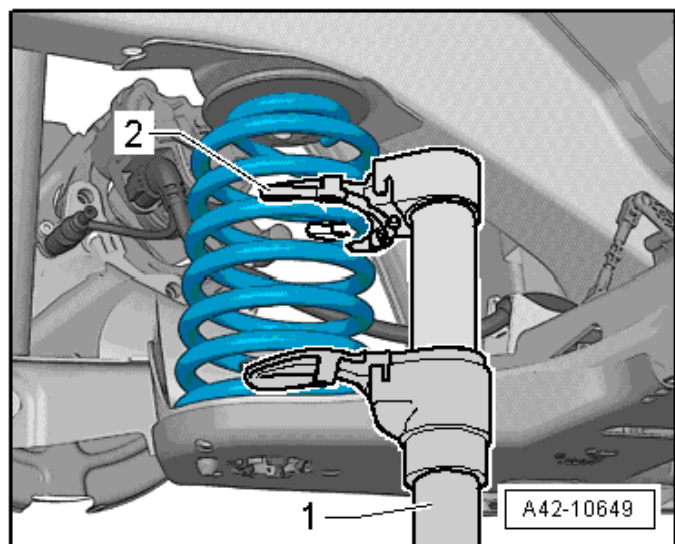
Proceed to Section D.

Section C – Repair Procedure – Jetta



Remove clip (if present):

- Raise vehicle on hoist.
- Remove the clip <1> in the direction of <arrow> until stop.



Replacing rear springs:

- Install Spring Tensioner -VAG1752/1- with Spring Retainer -VAG1752/3A- onto rear spring.

⚠ WARNING

Make sure the coil spring is seated correctly in the -VAG1752/3A- <2>.

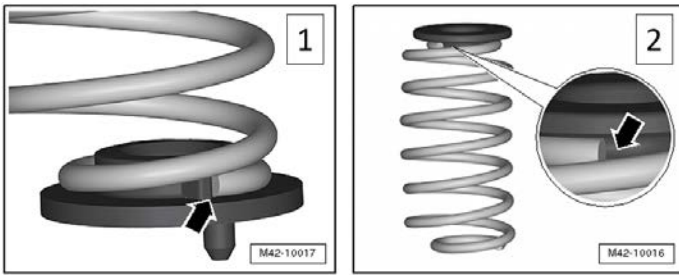
- Tension the coil spring and remove it.

! NOTE

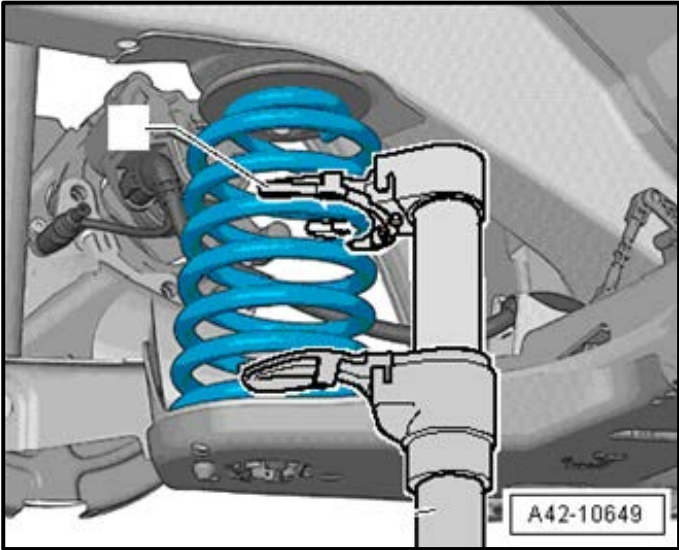
Use a wrench or a reversible ratchet to tighten the spring compressor. DO NOT use power tools to tighten the spring compressor or damage to the tool will occur.

- Transfer Spring Tensioner -VAG1752/1- with Spring Retainer -VAG1752/3A- onto new spring.

Crit.	Part Number	Part Description
01	5QM.511.121.AA	Coil spring
02	5QM.511.121.E	

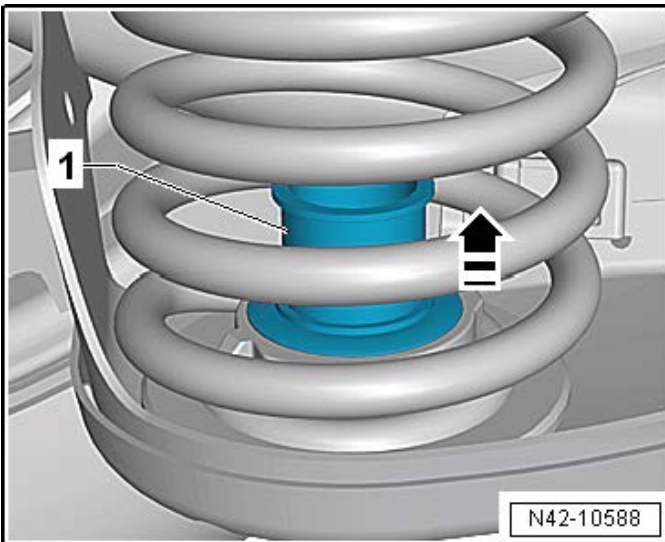


- Transfer the upper and lower spring supports to the new spring.
- Note the following when installing the new spring:
 1. The end of the spring coil <arrow> must rest against the stop on the lower spring support.
 2. The upper spring support must be fully seated on the upper spring coil <arrow>.
 3. The lower spring support pin must go through the hole in the lower control arm.
- Tension new spring with Spring Tensioner -VAG1752/1- with Spring Retainer -VAG1752/3A-, install into vehicle and slowly release tension.



! NOTE

Use a wrench or a reversible ratchet to tighten the spring compressor. DO NOT use power tools to tighten the spring compressor or damage to the tool will occur.



Install clip (if present):

- Install the clip <1> in the opposite direction of <arrow> until stop.

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.