



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall Code 42J5 / Rear Axle Coil Springs

This notice is for:

✓ Dealer Principal	✓ Service Manager	✓ Warranty Administrator
✓ General Manager	✓ Parts Manager	✓ Technicians
✓ Sales Managers	✓ Service Consultant	

Date: March 27, 2019

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.

Repair: Vehicle Repair Availability:

Criteria	Models	Repair Status	
02	Tiguan	Repair Not Yet Available	
03			
04			
05			
07	Golf/Golf SportWagen		
08			
09			
10			
12	Jetta/Golf TDI		Repair Available – March 26, 2019
13			

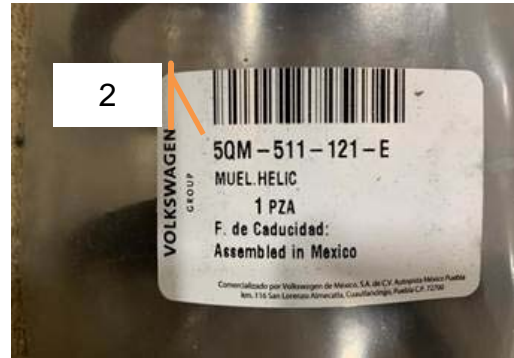
- Repair instructions available in ELSA/ServiceNet
- Replace the rear axle coil springs in affected vehicles.
- Check both the daily Campaign Open Inventory report and OMD for affected vehicles in inventory. Verify OPEN status in ELSA on the day of repair.
- Repair every affected inventory vehicle before delivery to consumers.

Parts Department: Parts will be allocated prior to owner notification. Parts will be placed on Upper Order Limits. 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.

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.

42J5 Coil Spring Part Tag Guide

Several part numbers used in Safety Recall 42J5 were consolidated under one (1) part number. Before filing a factory mis-box claim, and to help avoid repair delays, please refer to the table below to identify an acceptable coil spring part tag.



Coil spring tag (1) does not match the packaging label (2).

This is **OK**.

Ordering Part Number	OK (Acceptable) Tag Part Number		
5QM-511-121-D	5QM-511-121-D	5Q0-511-121-AE	5QD-511-121-D
5QM-511-121-E	5QM-511-121-E	5Q0-511-121-AF	

Notes: Affected vehicles: Certain 2015-2019 MY Volkswagen Golf, 2017-2019 MY Golf SportWagen, 2019 MY Jetta and 2018-2019 MY Tiguan (USA: 56,100 / CANADA: 15,500)

- Schedule owner repairs immediately / Owner mailing – April 2019

U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the mobility program. Please refer to section 3.30 in the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.

IMPORTANT REMINDER: 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.

-END OF MESSAGE-