



# VOLKSWAGEN DEALER COMMUNICATION

## Repair Available – Safety Recall 40P1 / Front Wheel Bearings (STOP DRIVE)

- This notice is for:**
- ✓ Dealer Principal
  - ✓ General Manager
  - ✓ Sales Managers
- ✓ Service Manager
  - ✓ Parts Manager
  - ✓ Service Consultant
- ✓ Warranty Administrator
  - ✓ Technicians

**Date:** December 12, 2019

**Issue:** Volkswagen has issued a **STOP DRIVE WARNING** for this recall.

One or both front wheel bearings may have been improperly machined. This may cause excessive stress on the wheel, wheel bolts or the wheel bearing itself, leading to steering, traction or other stability issues or breakage relating to the front wheels, and increase the risk of a crash.

- Repair:**
- REPAIR AVAILABLE – December 12, 2019 - The following will be replaced on both front wheels: wheel bearing assembly, wheels, and wheel bolts. (Tires are not affected and will not be replaced).
  - Volkswagen Customer CARE will be making outbound calls to affected owners to help schedule this recall repair.
    - Owners are advised **DO NOT DRIVE THE VEHICLE.**
    - Owners are advised that their Volkswagen dealer will provide a loaner vehicle for FREE, if needed.
  - See ELSA/ServiceNet for complete repair & claiming instructions
  - 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 Control Type: VIN to Order**

Due to the small number of affected vehicles there will not be a parts allocation. If parts are needed to support a vehicle repair:

- US Dealers - use AVA
- CANADA Dealers - contact the Parts Specialists via phone (800-767-6552), email ([VWoAPartsSpecialists@vw.com](mailto:VWoAPartsSpecialists@vw.com)), or chat/text with the VIN to order

Please coordinate with your service department to ensure that parts are available for all scheduled appointments.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2019	2019	GOLF GTI	2
USA	2019	2019	GOLF ALLTRACK	1
USA	2019	2019	JETTA GLI	5
CAN	2019	2019	JETTA GLI	3

*\*Counts reflect overall recall population; some vehicles may have already been repaired. 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 only valid campaign inquiry & verification source.*

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.

**Notes:**

- Schedule owner repairs immediately
- Owner notification – outbound calls December 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 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-**