

Safety Recall

Code: 471F

Subject	Brake Master Cylinder				
Document History	Date		Summary		
	10/15/2024		Original publication		
Affected Vehicles	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
	USA	2024	2024	ATLAS CROSS SPORT	555
	USA	2024	2024	ATLAS	912
	CAN	2024	2024	ATLAS CROSS SPORT	69
	CAN	2024	2024	ATLAS	102
	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.				
Problem Description	✓ 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.				
	An incorrect secondary piston spring retainer may have been installed in the brake master cylinder. The incorrect part is shorter than the specified part and can cause the piston to not return to its proper resting position, potentially blocking the brake fluid port. This can lead to reduced brake performance, increasing the risk of a crash.				
Corrective Action	Replace the brake master cylinder.				
Precautions	If the recall condition occurs, the driver may experience a soft, spongy brake pedal, brake smell, or reduced brake performance. This condition may or may not be accompanied by an illuminated brake warning light. Owners with vehicle concerns are advised to contact an authorized Volkswagen dealer without delay to have the vehicle concern diagnosed.				
Code Visibility	On October 01, 2024, the campaign code was applied to affected vehicles.				
Owner Notification	Owner notification will take place in October 2024. 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 RECALL:				
	<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 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.vwclub.com .				

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2024 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Parts Information

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	5QM-614-019-H	CYLINDER	Reference POC comments individually by part number, or in the POC Campaign List
	2	N -022-146-24	NUT	
	Up to 1 L	See ETKA/POC	BRAKE FLUID	

Initial Allocation: **YES**

Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, please reference your dealer's Estimated Remaining Repairs by campaign to view your potential VIN population.

NOTE

Your dealer's Estimated Remaining Repairs by campaign can be found in Parts on Command. Click on "View Campaign List" and review the Estimated Remaining Repairs column.

NOTE

Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

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 a customer declines campaign work, refer to the "Customer Declines Campaign/Update Repair" section in the Campaign/Update Policy and Procedures Manual.

Service Number	471F		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark CYLINDER* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action. Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the current loaner/mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.		
Criteria I.D.	01		
	LABOR		
	Labor Op	Time Units	Description
	4715 19 00	SEE ELSA	Brake master cylinder remove+reinstall
	4701 07 50	SEE ELSA	Brake system bleed
	PARTS		
	Quantity	Part Number	Description
	1.00	5QM614019H	CYLINDER*
	Up to 10.00	B 000750S0	BRAKE FLUID
	2.00	N 02214624	NUT

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 24V723

Subject: Safety Recall 471F - Brake Master Cylinder

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 2024 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

An incorrect secondary piston spring retainer may have been installed in the brake master cylinder. The incorrect part is shorter than the specified part and can cause the piston to not return to its proper resting position, potentially blocking the brake fluid port. This can lead to reduced brake performance, increasing the risk of a crash.

What will we do?

To correct this defect, your authorized Volkswagen dealer will replace the brake master cylinder. This work will take about three hours to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

What should you do?

Please contact your authorized Volkswagen dealer without delay to schedule this recall work. To set up an appointment online, please visit www.vw.com/find-a-dealer.

Precautions you should take:

If the recall condition occurs, the driver may experience a soft, spongy brake pedal, brake smell, or reduced brake performance. This condition may or may not be accompanied by an illuminated brake warning light. Owners with vehicle concerns are advised to contact an authorized Volkswagen dealer without delay to have the vehicle concern diagnosed.

Additional Information

- 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 your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, 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.
- 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>.
- 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.

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 Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Transport Canada Recall: 2024-568

Subject: Safety Recall 471F - Brake Master Cylinder

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

An incorrect secondary piston spring retainer may have been installed in the brake master cylinder. The incorrect part is shorter than the specified part and can cause the piston to not return to its proper resting position, potentially blocking the brake fluid port. This can lead to reduced brake performance, increasing the risk of a crash.

What will we do?

To correct this defect, your authorized Volkswagen dealer will replace the brake master cylinder. This work will take about three hours to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

What should you do?

Please contact your authorized Volkswagen dealer without delay to schedule this recall work.

Precautions you should take:

If the recall condition occurs, the driver may experience a soft, spongy brake pedal, brake smell, or reduced brake performance. This condition may or may not be accompanied by an illuminated brake warning light. Owners with vehicle concerns are advised to contact an authorized Volkswagen dealer without delay to have the vehicle concern diagnosed.

Additional Information

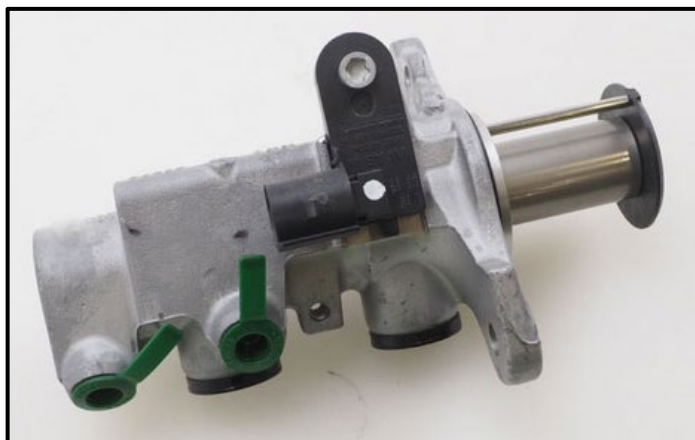
- If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt.
- If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, 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

Repair Overview



- Replace brake master cylinder.

! 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.

Required Tools

	Brake Filling and Bleeding Equipment -VAS6860US- (or equivalent)		Brake Bleeding Tool Set -VAS6564- (or equivalent)
	Brake Bleeding Tool Set - Insert Tool -VAS6564/9- (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 	Open 

EXAMPLE

Campaign/Action	Start	Designation
	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

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.

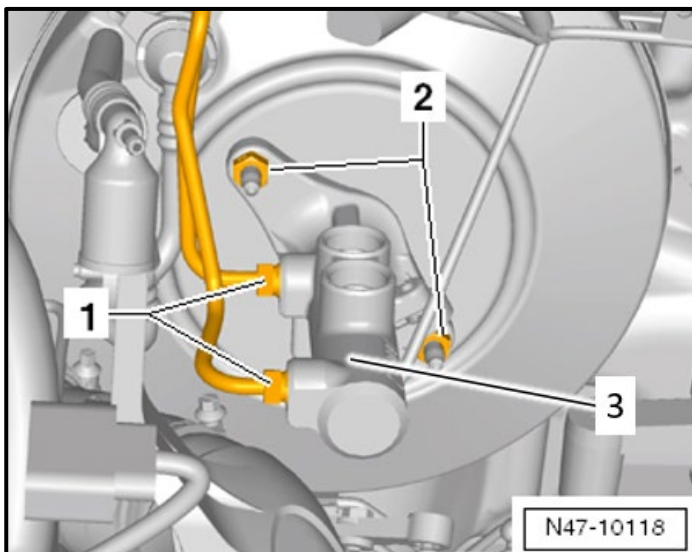
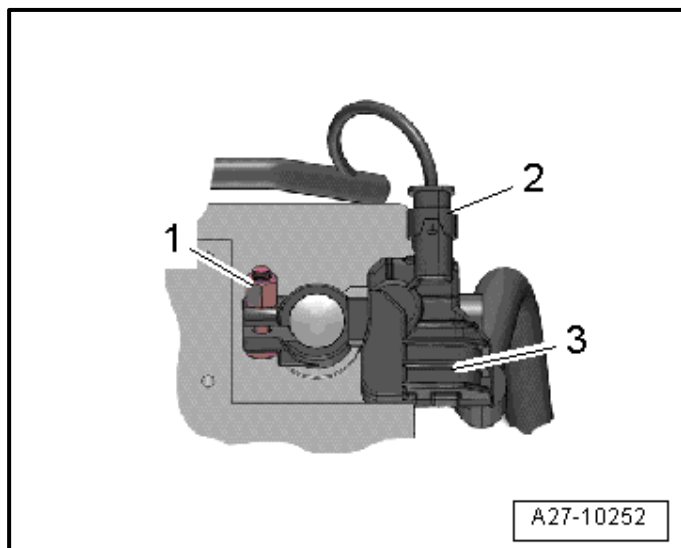
CRITICAL REPAIR STEP



All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

Proceed to Section B

Section B – Repair Procedure



- Disconnect the 12v battery per the ELSA repair manual:
 - *Repair manual > Electrical System > Electrical Equipment > 27 Battery, Starter, Generator, Cruise Control > Battery > Battery, Disconnecting and Connecting.*

CAUTION

- 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.
- Replace the brake master cylinder <3> per the ELSA repair manual:
 - *Repair manual > Chassis > Brake System > 47 Hydraulic Components > Brake Booster/Brake Master Cylinder > Brake Master Cylinder, Removing and Installing.*

Part Number	Part Description
5QM-614-019-H	Master Cylinder
N -022-146-24	Nut (qty 2)



- Bleed the brake system per the ELSA repair manual:
 - *Repair manual > Chassis > Brake System > 47 Hydraulic Components > Hydraulic System > Hydraulic System, Standard Bleeding.*

! NOTE

Use a suitable bleeder hose. It must fit tightly on the bleeder valve so that no air can get into the brake system.

- Reassembly is the reverse order of removal per the ELSA repair manual while noting the following:
 - Check time and adjust if necessary.
 - Open and close the windows all the way.
 - With the windows closed, pull the power window switch until the relay audibly switches.
 - Check the convenience open and close function of all windows.

! CAUTION

A loosely mounted battery may cause the following hazards:

- Shortened service life due to vibration damage (explosion hazard).
- If the battery is not secured properly, the plates within the battery can be damaged.
- Damage to the battery housing caused by the bracket (possible electrolyte leakage, high subsequent costs).
- Inadequate crash safety.

! NOTE

After reconnecting the power supply, the ESC warning lamp can only go out after the vehicle has been driven a few meters.

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.



TIP

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

Proceed to Section D

Section D - 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.