



Safety Recall

Code: 42E7

Subject Rear Tie Rod Bolt

Document History

Date	Summary
08/21/2025	Original publication

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2025	2025	TIGUAN	15
CAN	2025	2025	TIGUAN	5

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.

- ✓ 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

A rear tie rod bolt may not have been correctly tightened during the manufacturing process. If an incorrectly tightened tie rod bolt becomes loose, the driver's control of the vehicle may be adversely affected, increasing the risk of a crash.

Corrective Action

Replace the affected tie rod bolt.

Precautions

If the recall condition is present in the vehicle, owners may notice a rattling noise coming from the rear of the vehicle. Customers experiencing this situation are advised to contact their authorized Volkswagen dealer without delay for an appointment to have the vehicle diagnosed.

Code Visibility

On August 15, 2025, the campaign code was applied to affected vehicles.

Owner Notification

Owner notification will take place in September 2025. 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

USA Dealers - 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.

Canada Dealers – New Vehicles in Dealer Inventory: Dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

All Dealers - 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.vwclub.com.

Parts Information

Criteria	Quantity	Part Number	P.O.C. Part Description
ALL	1	N -912-531-01	Schraube (bolt)

NOTE

If the vehicle arrives with a damaged rear tie rod bolt, the wheel bearing housing, rear tie rod and additional parts outlined in the work instructions must be replaced. Refer to the work instructions and ELSA/ETKA for the necessary parts. The expected need for additional repairs is extremely low.

Parts Control Type:

Reference POC comments individually by part number, or in the POC Campaign List

Initial Allocation: **NO**

There will be no parts allocation.

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	42E7		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark Schraube (bolt)* 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 or 02		
	LABOR		
	Labor Op	Time Units	Description
	4405 19 00	SEE ELSA	Remove one wheel
	4209 56 99	20	Replace rear tie rod bolt
	PARTS		
	Quantity	Part Number	Description
	1.00	N 91253101	Schraube (bolt)*

NOTE

If the vehicle arrives with a damaged rear tie rod bolt, the wheel bearing housing, rear tie rod and additional parts outlined in the work instructions must be replaced. Refer to the work instructions and ELSA/ETKA for the necessary parts. The expected need for additional repairs is extremely low.

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: 25V526

Subject: Safety Recall 42E7 – Rear Tie Rod Bolt

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 2025 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

A rear tie rod bolt may not have been correctly tightened during the manufacturing process. If an incorrectly tightened tie rod bolt becomes loose, the driver's control of the vehicle may be adversely affected, increasing the risk of a crash.

What will we do?

To correct this defect, your authorized Volkswagen dealer will replace the affected tie rod bolt. This work will take about one hour 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 is present in the vehicle, owners may notice a rattling noise coming from the rear of the vehicle. Customers experiencing this situation are advised to contact their authorized Volkswagen dealer without delay for an appointment to have the vehicle 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:1-888-275-9171); 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: 2025-421

Subject: Safety Recall 42E7 – Rear Tie Rod Bolt

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?

A rear tie rod bolt may not have been correctly tightened during the manufacturing process. If an incorrectly tightened tie rod bolt becomes loose, the driver's control of the vehicle may be adversely affected, increasing the risk of a crash.

What will we do?

To correct this defect, your authorized Volkswagen dealer will replace the affected tie rod bolt. This work will take about one hour 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 is present in the vehicle, owners may notice a rattling noise coming from the rear of the vehicle. Customers experiencing this situation are advised to contact their authorized Volkswagen dealer without delay for an appointment to have the vehicle diagnosed.

Additional Information

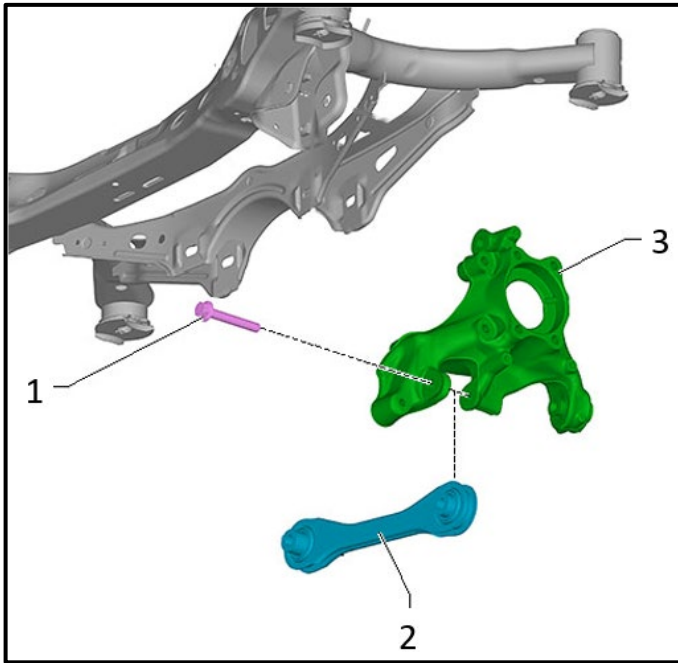
- If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt.
- If your authorized Volkswagen dealer fails or is unable to complete this work free of charge 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



- Inspect rear tie rod bolt for damage.
- Replace rear tie rod bolt.
- If necessary, replace rear suspension components.

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 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.

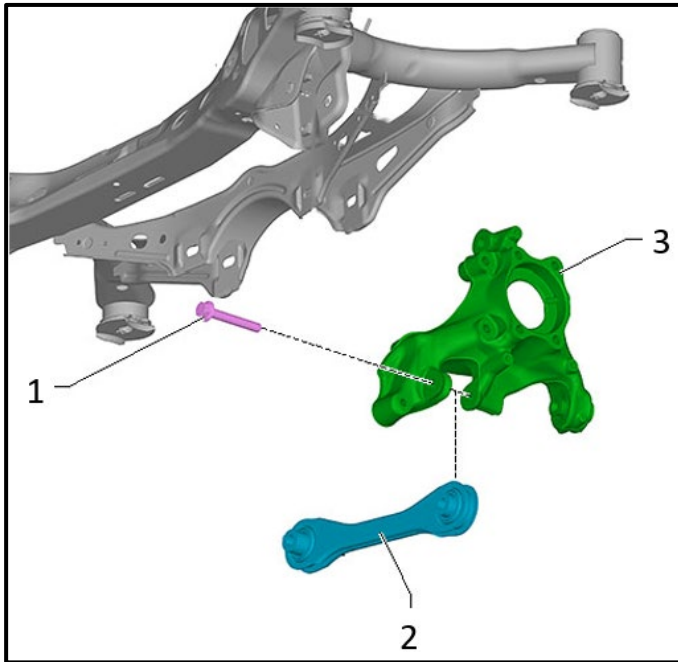
CRITICAL REPAIR STEP

 **STOP!** 

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 – Rear Tie Rod Bolt Inspection



⚠ IMPORTANT

The criteria assigned determines which side of the vehicle the inspection is to be carried out on.

Criteria 01 = Driver side

Criteria 02 = Passenger side

- Remove the rear wheel.
- Remove the tie rod bolt <1>.
- Inspect the bolt <1> for any signs of damage such as:
 - Cracks in the bolt.
 - The bolt is broken.
 - The bolt head has broken off.
 - Damaged threads.
- If the bolt <1> is damaged:
 - Proceed to Section C.
- If the bolt <1> is not damaged:
 - Replace the bolt <1>.
 - Torque to 70 Nm + 180°.
- Reassemble the vehicle in the reverse order of removal.

⚠ IMPORTANT

Ensure that the rear suspension is in the curb weight position when tightening the bolt.

! NOTE

An axle alignment is not required after replacement of the bolt.

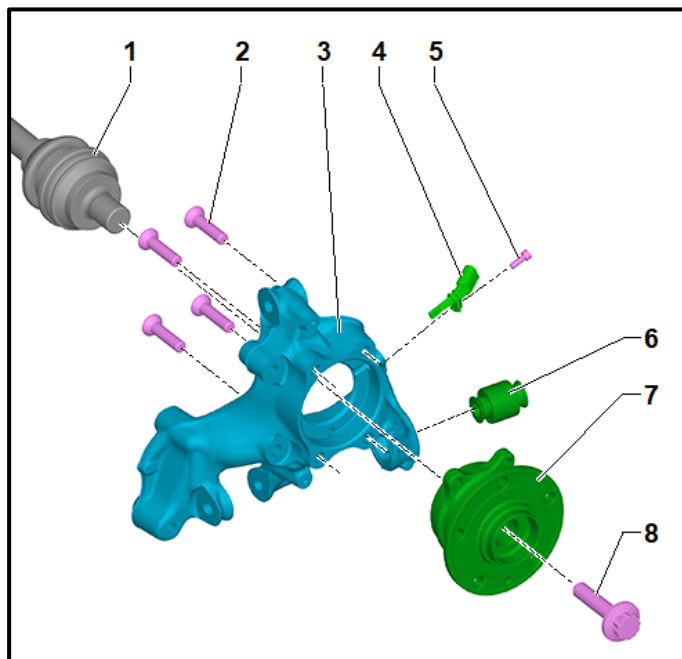
Part Number	Part Description
N -912-531-01 (qty. 1)	Bolt

Proceed to Section D

Section C – Replace Rear Suspension Components

⚠ IMPORTANT

The repair in this section is only to be performed on vehicles where the rear tie rod bolt was found to be damaged during the inspection.



⚠ IMPORTANT

The criteria assigned determines which side of the vehicle the repair is to be carried out on.

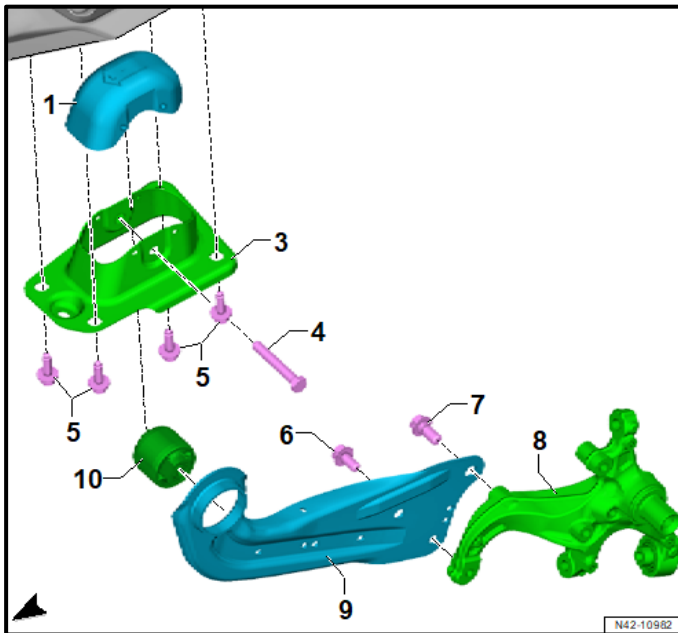
Criteria 01 = Driver side

Criteria 02 = Passenger side

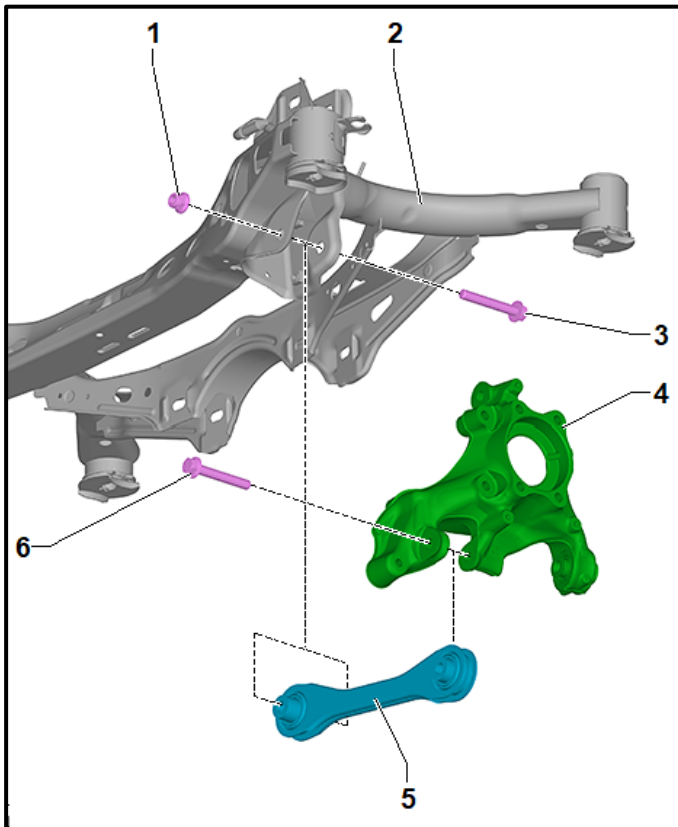
⚠ IMPORTANT

Ensure that the rear suspension is in the curb weight position when tightening any of the suspension bolts

- Replace the wheel bearing housing <3> per the ELSA repair manual:
 - *Repair manual > Chassis > Suspension, Wheels, Steering > 42 Rear Suspension > Wheel Bearing and Trailing Arm, Multi-Link Suspension.*
- When replacing the wheel bearing housing, also replace the following components per the ELSA repair manual:
 - Wheel bearing / hub assembly <7>.
 - Wheel speed sensor <4>.
 - Brake dust shield / backing plate (not pictured).
 - All associated nuts and bolts.



- Replace the trailing arm assembly <9>, trailing arm bracket <3>, and trailing arm bracket cover <1> per the ELSA repair manual:
 - *Repair manual > Chassis > Suspension, Wheels, Steering > 42 Rear Suspension > Wheel Bearing and Trailing Arm, Multi-Link Suspension.*
- Replace all associated nuts and bolts.



- Replace the rear tie rod <5> per the ELSA repair manual:
 - *Repair manual > Chassis > Suspension, Wheels, Steering > 42 Rear Suspension > Control Arm, Tie Rod.*
- Reassemble the vehicle in the reverse order of removal, ensuring that all single use fasteners are replaced.
- Perform a 4-wheel alignment per the ELSA repair manual.
- Depending on vehicle equipment:
 - Calibrate the driver assist systems per the ELSA repair manual.

NOTE

Refer to the ELSA repair manual to determine which driver assist systems require calibration when a 4-wheel alignment is performed.

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.