

# Service Action

## Code: 40M3



## Revision

<b>Subject</b>	<b>Coupling Rod Nuts and Air Conditioning Evaporator Drain Tube</b>
<b>Release Date</b>	August 15, 2018
<b>Revision Summary</b>	<b>Removed Criteria 02 (HVAC Drain Tube) repair and claiming.</b>
<b>Affected Vehicles</b>	<b>U.S.A. &amp; CANADA: Certain 2018 MY Volkswagen Atlas</b> <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 &amp; verification source.</i> <ul style="list-style-type: none"><li>✓ Campaign status must show "open."</li><li>✓ 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.</li></ul>
<b>Problem Description</b>	Volkswagen has received reports of vehicle front end noise from customers. After detailed analysis, Volkswagen has determined that this noise originates from a loose fastener(s) at the front coupling rods.  Also, a small number of vehicles built within a certain production period may have an air conditioning evaporator drain tube that became twisted during vehicle assembly. This can cause water to drain inside the passenger compartment.
<b>Corrective Action</b>	Replace the affected fasteners at the front end coupling rods.
<b>Parts Information</b>	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 <a href="mailto:upperorderlimits@vw.com">upperorderlimits@vw.com</a> to have additional parts released.
<b>Code Visibility</b>	On or about January 09, 2018, affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.vw.com">www.vw.com</a> & OMD Web). A list was not posted for dealers who did not have any affected vehicles.  On or about January 09, 2018, this campaign code showed open on affected vehicles in Elsa.  On or about January 09, 2018, affected vehicles were identified with this campaign code in the VIN Lookup tool at <a href="http://www.vw.com">www.vw.com</a> .
<b>Owner Notification</b>	Owner notification took place in January 2018. Owner letter examples are included in this bulletin for your reference.
<b>Campaign Expiration Date</b>	This campaign expires on <b>December 31, 2023</b> . Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal parts and labor cost associated with this repair will apply.
<b>Additional Information</b>	<b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b>  <u>Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.</u>  Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. <i>Labels can be ordered at no cost via the Compliance Label Ordering portal at <a href="http://www.vw.com">www.vw.com</a>.</i>

### Claim Entry Instructions

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 customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.
- ✓ Canada dealers: Fax repair order to Warranty at (905) 428-4811.

<b>Service Number</b>	40M3							
<b>Damage Code</b>	0099							
<b>Parts Vendor Code</b>	WWO							
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90							
<b>Causal Indicator</b>	Mark labor operation 4078 19 99* as causal.							
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action							
<b>Criteria I.D.</b>	01							
	Replace Coupling Rod Nuts.  Labor operation:    4078 19 99*                          40 T.U.							
	<table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>N 0150816</td> <td>Coupling Rod Nut</td> </tr> </tbody> </table>		Quantity	Part Number	Description	2	N 0150816	Coupling Rod Nut
Quantity	Part Number	Description						
2	N 0150816	Coupling Rod Nut						

## Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

**Subject: Service Action 40M3 – Coupling Rod Nuts and Air Conditioning Evaporator Drain Tube  
Certain 2018 Model Year Volkswagen Atlas Vehicles**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2018 model year Volkswagen Atlas vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?**

Volkswagen has received reports of vehicle front end noise from customers. After detailed analysis, Volkswagen has determined that this noise originates from a loose fastener(s) at the front coupling rods.

Also, a small number of vehicles built within a certain production period may have an air conditioning evaporator drain tube that became twisted during vehicle assembly. This can cause water to drain inside the passenger compartment.

**What will we do?**

Your authorized Volkswagen dealer will replace the affected fasteners at the front coupling rods. This will take less than one hour to complete and will be performed free of charge.

On certain vehicles your dealer will also inspect the air conditioning evaporator drain tube. This will also take less than one hour to complete and will be performed free of charge.

When scheduling this service action repair, your dealer may also let you know about additional product quality updates that are available for your vehicle. These updates are designed to bring your Atlas up to the latest production standards. Quality updates will vary by trim level and vehicle production date. Depending on the updates available for your specific vehicle, they can take up to one day to complete. These too, will be performed free of charge.

**What should you do?**

In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this service. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule. For your convenience, you can also visit [www.vw.com](http://www.vw.com) and click on the "Owners" link to locate a dealer near you and schedule this service online.

This service action will be available for you free of charge only until December 31, **2023**. If you wish to have this service performed after that date, your dealer's normal parts and labor cost associated with this repair will apply.

**Lease vehicles and address changes**

If you are the lessor and registered owner of the vehicle identified in this action, please 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.

**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](http://www.vw.com/contact) or by calling 1 800-893-5298. Our phone team is available Monday through Friday from 8AM to 10PM EST and Saturday from 9AM to 5PM EST.

**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 click on the **Look Up Recalls** link at [www.vw.com](http://www.vw.com) 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 vehicle continues to meet and exceed your expectations.

Sincerely,

Volkswagen Customer Protection

## Customer Letter Example (CANADA)

This notice applies to your vehicle: <VIN>

**Subject: Service Action 40M3 – Coupling Rod Nuts and Air Conditioning Evaporator Drain Tube  
Certain 2018 Model Year Volkswagen Atlas Vehicles**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2018 model year Volkswagen Atlas vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** Volkswagen has received reports of vehicle front end noise from customers. After detailed analysis, Volkswagen has determined that this noise originates from a loose fastener(s) at the front coupling rods.
- Also, a small number of vehicles built within a certain production period may have an air conditioning evaporator drain tube that became twisted during vehicle assembly. This can cause water to drain inside the passenger compartment.
- What will we do?** Your authorized Volkswagen dealer will replace the affected fasteners at the front coupling rods. This will take less than one hour to complete and will be performed free of charge.
- On certain vehicles your dealer will also inspect the air conditioning evaporator drain tube. This will also take less than one hour to complete and will be performed free of charge.
- When scheduling this service action repair, your dealer may also let you know about additional product quality updates that are available for your vehicle. These updates are designed to bring your Atlas up to the latest production standards. Quality updates will vary by trim level and vehicle production date. Depending on the updates available for your specific vehicle, they can take up to one day to complete. These too, will be performed free of charge.
- What should you do?** In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this service. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule. For your convenience, you can also visit [www.vw.com](http://www.vw.com) and click on the "Owners" link to locate a dealer near you and schedule this service online.
- This service action will be available for you free of charge only until December 31, **2023**. If you wish to have this service performed after that date, your dealer's normal parts and labor cost associated with this repair will apply.
- Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, please 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.
- 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](http://www.vw.ca).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Volkswagen Customer Protection


**NOTE**

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.

**Required Parts**

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01	2	N 0150816	Coupling Rod Nut

**Required Tools**



Torque Wrench  
5-50Nm  
-VAG1331-  
(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 ← <b>2</b>	Open ← <b>1</b>

**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.

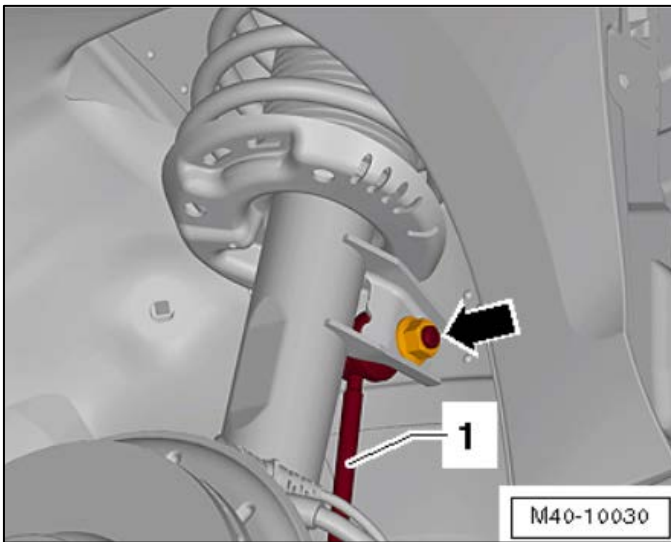
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

**Proceed to Section B.**

**NOTE**

- 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.

**Section B – Replace Coupling Rod Nuts**



**NOTE**

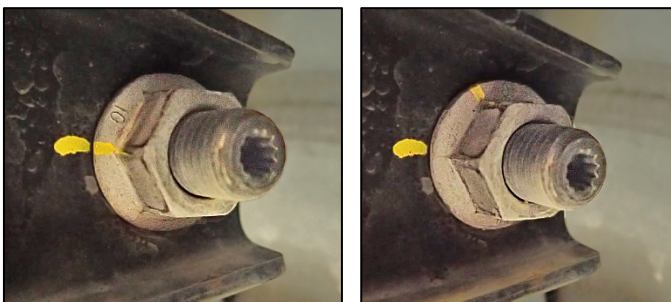
- The front upper coupling rod nuts are being replaced on both sides of the vehicle.
- If the upper coupling rod nut was loose at the time of the repair and there is damage to the coupling rod, it must be replaced.
- The front wheels do not require removal to perform this repair.

- Raise vehicle on hoist.
- Remove upper coupling rod nuts <arrow>.
- Install new nuts and torque to 40 Nm + 60°.

**CAUTION**

Over-torquing the coupling rod nut can result in coupling rod bolt failure. Do not over-torque nut <arrow>.

Qty.	Part Number	Part Description
2	N 0150816	Coupling rod nut



**TIP**

To achieve the 60° turn on the new nut after torquing to 40 Nm, apply a paint mark to the strut and nut edge as shown. Turn the nut clockwise until the next edge lines up with the paint mark on the strut.

**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.