



Service Action – USA ONLY

Code: 46H8

Subject	Front Brake Pad Noise
Release Date	January 23, 2019
Affected Vehicles	U.S.A. : Certain 2018 MY Volkswagen Tiguan <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 & verification source.</i> <ul style="list-style-type: none">✓ 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	Affected vehicles received incorrect front brake pads. While this issue does not impact braking performance, in some cases it can result in front brake pad noise during braking. There are fifteen (15) vehicles in the United States affected by this issue.
Corrective Action	Replace the front brake pads.
Parts Information	There are fifteen (15) vehicles in the United States affected by this issue. Due to the very low number of affected vehicles, there will be no parts allocation. If parts are needed to support a vehicle repair, please contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com) or chat /text with the VIN to order.
Code Visibility	On or about January 23, 2019, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vw.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles. On or about January 23, 2019, this campaign code will show open on affected vehicles in Elsa. On or about January 23, 2019, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.vw.com .
Owner Notification	Owner notification will take place in January 2019. Owner letter examples are included in this bulletin for your reference.
Campaign Expiration Date	This campaign expires on December 31, 2021 . 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.
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. 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.vw.com .

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.

Service Number	46H8						
Damage Code	0099						
Parts Vendor Code	WWO						
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90						
Causal Indicator	Mark front brake pad kit as causal part*						
Vehicle Wash/Loaner	Do not claim wash/loaner under this action						
Criteria I.D.	01						
	Replace front brake pads. Labor operation: 4636 20 99 90 T.U.						
	<table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>1.00</td><td>3Q0698151</td><td>Front brake pad kit*</td></tr></tbody></table>	Quantity	Part Number	Description	1.00	3Q0698151	Front brake pad kit*
Quantity	Part Number	Description					
1.00	3Q0698151	Front brake pad kit*					

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Service Action 46H8 – Front Brake Pad Noise
Certain 2018 Model Year Volkswagen Tiguan**

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 Tiguan vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Affected vehicles received incorrect front brake pads. While this issue does not impact braking performance, in some cases it can result in front brake pad noise during braking.

What will we do? Your authorized Volkswagen dealer will replace the front brake pads. This work will take about an hour to complete and will be performed for you free of charge.

What should you do? Please contact your authorized Volkswagen dealer as soon as possible to schedule this service. To set up an appointment online, please visit www.vw.com/find-a-dealer.
This service action will be available for you **free of charge only until December 31, 2021**. 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 or by calling us at 800-893-5298.

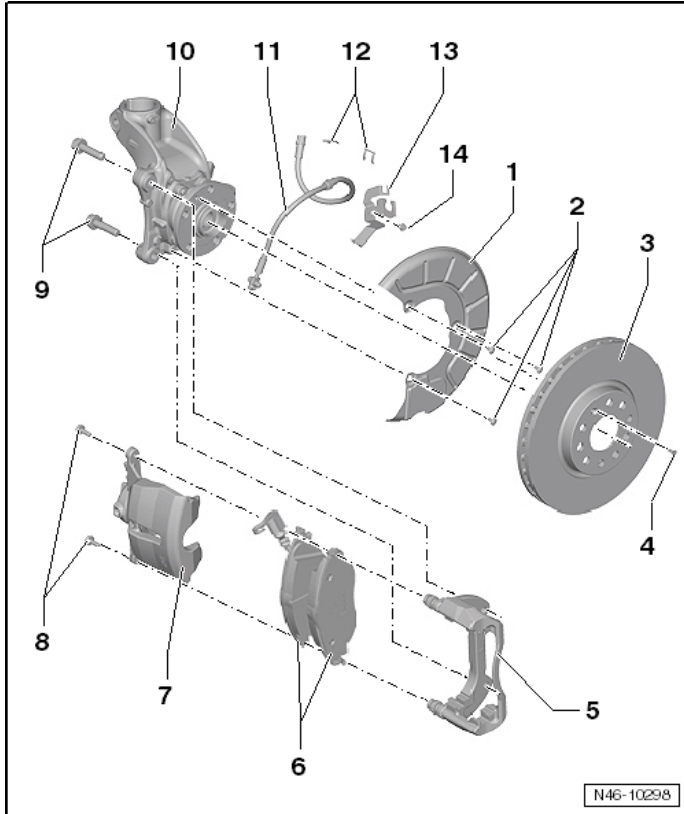
Checking your vehicle for open Recalls and Service Campaigns To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com/owners/recalls and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

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

Sincerely,

Volkswagen Customer Protection

Repair Overview



- Replace front brake pads <6>

Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01	1	3Q0.698.151	Front Brake Pad Kit



NOTE
 The specified part numbers reflect the status at the start of this recall. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

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

- 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.

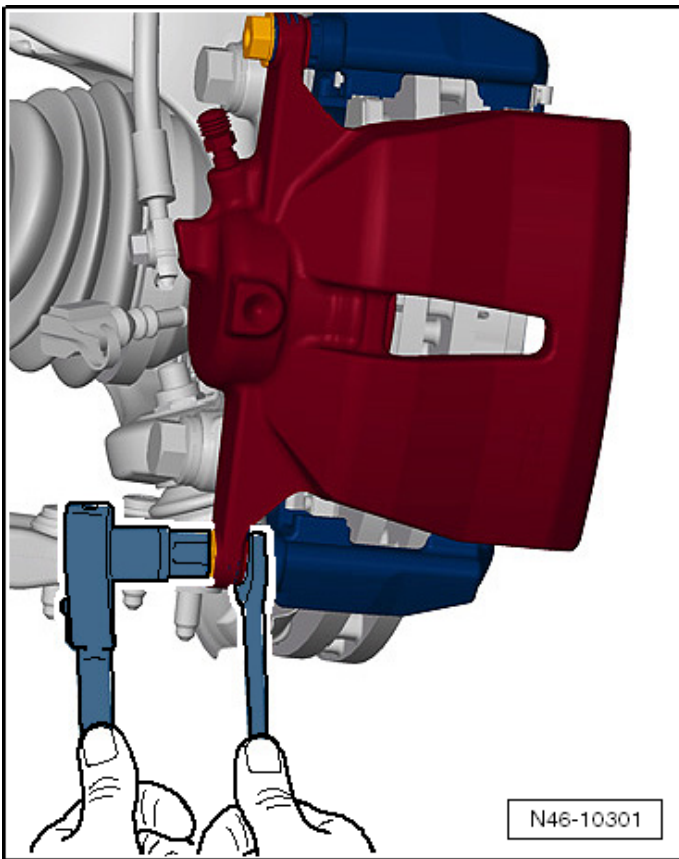
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

Proceed to Section B

Section B – Repair Procedure

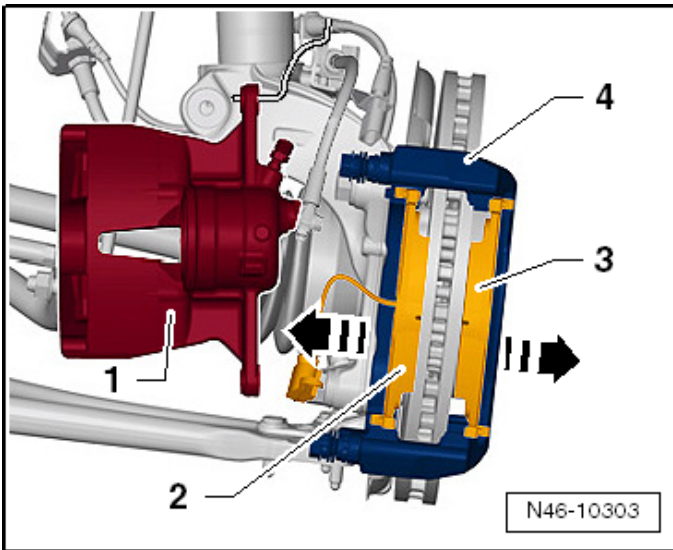
NOTE

- 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.



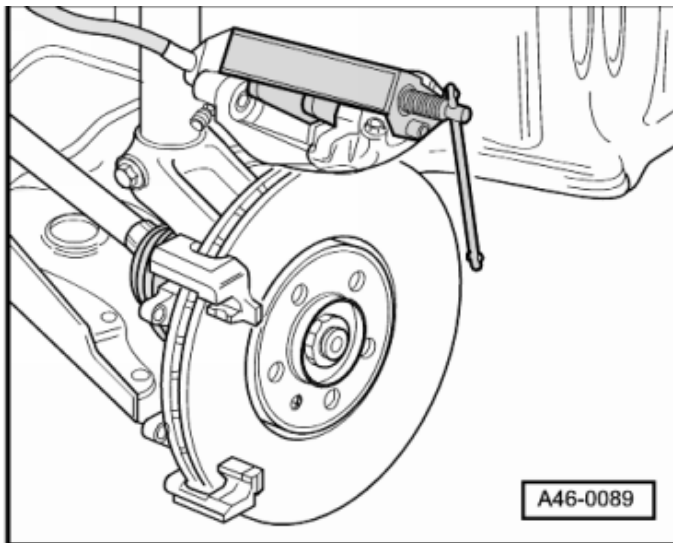
Removing front calipers:

- Remove the front wheels on the front axle.
- Disconnect the brake pad wear indicator connector.
- Counter-hold the guide pin and remove both bolts from the brake caliper.



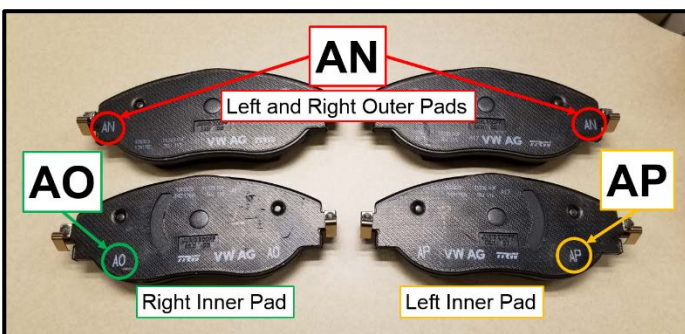
Removing brake pads:

- Remove the brake caliper <1> and secure it with wire so that the weight of the brake caliper does not stress or damage the brake hose.
- Remove the brake pads <2 and 3> from the brake carrier <4>.
- Thoroughly clean contact surfaces for brake pads at brake carrier <4> and remove corrosion.



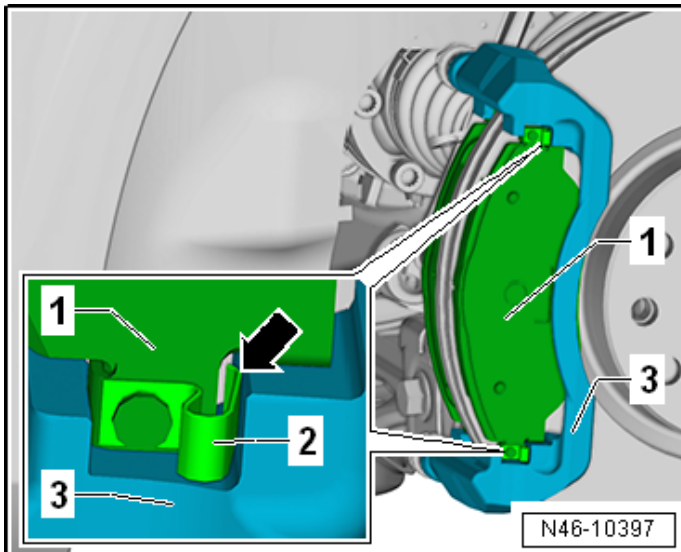
Preparing brake caliper and guide surfaces:

- Press the piston back.
- Lightly grease the pad guide surfaces on the brake carrier with lithium grease (included in kit).



Proper Orientation of Brake Pads:

- Left and Right Outer Pads: marked with "AN" <red circle>
- Right Inner Brake Pad: marked with "AO" <green circle>
- Left Inner Brake Pad: marked with "AP" <yellow circle>



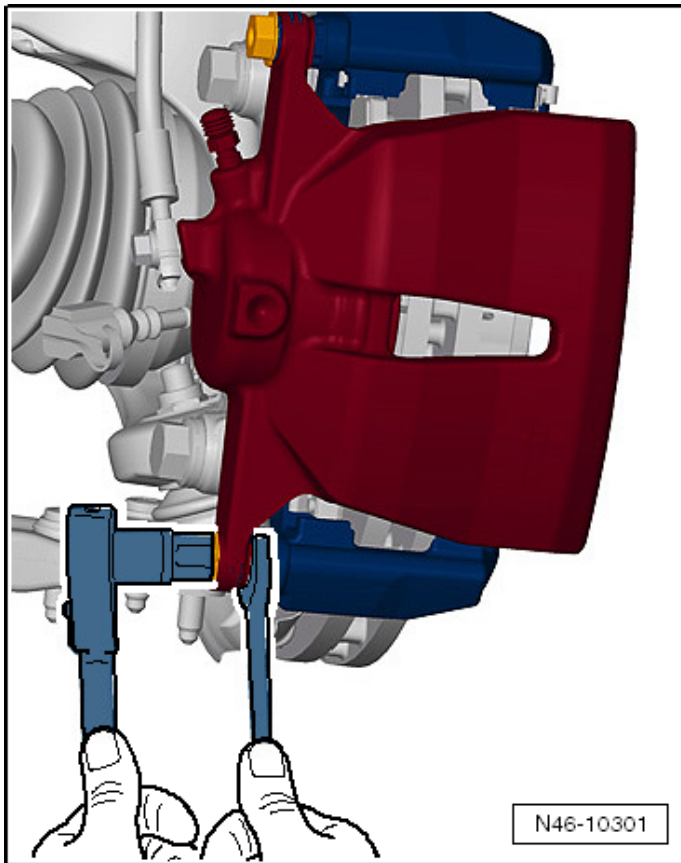
Installing brake pads:

- After validating the orientation of the brake pads, place the brake pads <1> with the springs <2> into the brake carrier opening <3> into their correct location.

NOTE

After installing the brake pads, check for proper seating <arrow> of all the springs <2>.

- Place the brake caliper carefully on the brake carrier.



Installing calipers:

- Counter-hold at the guide pin and mount the brake caliper on the brake carrier with new self-locking bolts (included in kit) and tighten to 35 Nm.
- Connect the brake pad wear indicator connector.
- Install the wheels and torque lug bolts to 140 Nm.
- Prior to engaging the transmission into drive or reverse, pump the brake pedal several times to ensure the brake caliper pistons push the brake pads against the rotors and bring firmness back to the brake pedal.

All Work Complete

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).