



# VOLKSWAGEN DEALER COMMUNICATION

## Repair Available – Service Action 40S9 / Suspension Strut Mountings

**This notice is for:**

- |                    |                      |                          |
|--------------------|----------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager    | ✓ Warranty Administrator |
| ✓ General Manager  | ✓ Parts Manager      | ✓ Technicians            |
| ✓ Sales Managers   | ✓ Service Consultant |                          |

**Date:** June 06, 2023

**Issue:** During strut assembly, an issue may have caused a deformation of the strut mount. If the strut mount is deformed, it can lead to improper torque on one of the bolted connections on the right or left suspension strut mounting.

- Repair:**
- REPAIR AVAILABLE – June 07, 2023 / Inspect and, if necessary, replace the right and/or left suspension strut mounting(s)
  - 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:** There will be no parts allocation. Please reference the Repair Projection Tool to view your potential VIN population. Parts will be managed by Free Order.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2023	2023	GOLF GTI	52
USA	2023	2023	GOLF R	7
CAN	2023	2023	GOLF GTI	11
CAN	2023	2023	GOLF R	3

*\*Counts reflect overall 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.*

- Notes:**
- Schedule owner repairs immediately
  - Owner mailing – June 2023

**U.S.A.:** Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation 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.

**-END OF MESSAGE-**

*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.*