

## IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. 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. **If you have questions regarding this or any other campaign, please contact Warranty.**



# Safety Recall

Code: 40K9

**Subject: 2015 MY Volkswagen Golf/GTI  
Front Stabilizer Links**

July 10, 2014

### Problem Description

Due to insufficient torque performed at the factory during vehicle assembly, the stabilizer link fasteners may loosen further over time. If this happens, there will be considerable noise coming from the front of the vehicle. In rare cases, this can lead to the stabilizer link detaching and interfering with the vehicle's steering, leading to an increased steering effort. Unexpected increased handling effort may lead to a crash without warning.

### Corrective Action

Replace the front stabilizer links on affected vehicles.

### Affected Vehicles

**U.S.A. and CANADA:**

**2015 MY Golf/GTI**

*Verify the open Campaigns/Actions screen in Elsa to determine if the VIN# applies to this Campaign/Action*

#### **NOTE:**

- *Elsa is the only valid campaign inquiry/verification source. Check Elsa on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".*
- *If this repair appears to have already been performed on the vehicle but the code still shows open in Elsa, contact Warranty before proceeding further, e.g. a dealer may have recently performed this repair but not yet entered a claim for it in the system.*
- *Elsa may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this campaign.*
- *Contact Warranty if you have any questions.*

### Inventory Vehicle Open Campaign/Action Report (VIM)

On or about July 10, 2014, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on [www.vw.com](http://www.vw.com) & VIM). A list will not be posted for dealers who do not have any affected vehicles.

### Parts Information and Allocation

Parts will be allocated prior to customer notification. If you have exhausted your allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com).

If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

### Owner Notification Mailing

On or about July 22, 2014, the customer mailing will take place. A sample copy of the owner letter is enclosed.

### Campaign Completion Labeling Guidelines

Vehicles repaired under this action must be identified with a campaign completion label (part number CAMP 010 000). Labels can be ordered at no cost online via the Compliance Label Ordering portal at [www.vw.com](http://www.vw.com).

### Important Reminder on Vehicles Affected by Safety and Compliance Recalls

**By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal/Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.**

**Claim Entry Procedure**

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in Elsa.** Claims will only be paid for vehicles that show this campaign open in Elsa on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

**Saga Claim Entry Procedure**

Check Elsa to determine if this campaign is open.

**Service No.:** 40K9  
**Damage Code:** 0099

**Parts Manufacturer**

**Removed part:** Use vendor code **WWO**

Sold vehicle = 7 10

Unsold vehicle = 7 90

**Accounting Instructions**

**Criteria I.D. 01**

Replace Front Stabilizer Links

**Repair operation:** 4078 56 99 50 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
2	5Q0 411 315A	Connecting Link*
4	N 015 081 6	Nut

**\*Causal Indicator: Select "Connecting Link" as causal part**

*There is NO reimbursement for Vehicle Wash or Loaner*

**If customer refused repairs**

**U.S. dealers:** Submit the request through WISE under the Campaigns/Update/Recall Closure option.

**Canadian dealers:** Fax the Repair Order to Warranty at (905) 428-4811 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date.

## Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

NHTSA #: **INSERT HERE**

**Subject: Safety Recall 40K9 – Front Stabilizer Links  
2015 Model Year Volkswagen Golf/GTI**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2015 model year Volkswagen Golf/GTI vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** Due to insufficient torque performed at the factory during vehicle assembly, the stabilizer link fasteners may loosen further over time. If this happens, there will be considerable noise coming from the front of the vehicle. In rare cases, this can lead to the stabilizer link detaching and interfering with the vehicle's steering, leading to an increased steering effort. Unexpected increased handling effort may lead to a crash without warning.
- What will we do?** To help correct this defect, your authorized Volkswagen dealer will replace the front stabilizer links on your vehicle. 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 without delay to schedule this recall repair. 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.
- Precautions you should take** If, while driving, you hear unusual, loud noise coming from the front of the vehicle, please stop driving immediately if it is safe to do so and be prepared to experience an increased steering effort. Have your vehicle towed to the nearest authorized Volkswagen dealer (or qualified workshop) in order to have the front stabilizer links inspected.
- Lease vehicles and address changes** 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 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.
- Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.
- 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 call or write to:
- Volkswagen of America, Inc.,  
Attn: Customer CARE (Recall 40K9)  
3800 Hamlin Road, Auburn Hills, MI 48326  
1-800-893-5298  
[www.vw.com](http://www.vw.com)

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>.

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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

## Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 40K9 – Front Stabilizer Links  
2015 Model Year Volkswagen Golf/GTI**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2015 model year Volkswagen Golf/GTI vehicles. Our records show that you are the owner of a vehicle affected by this action.

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**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 call or write to:

Volkswagen Canada  
Attn: Customer Relations (Recall 40K9)  
PO Box 842, Stn. A  
Windsor, ON N9A 6P2  
1-800-822-8987  
[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 safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance