



Safety Recall

Code: 40P1

Subject Front Wheel Bearings (STOP DRIVE)

Release Date December 12, 2019

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2019	2019	GOLF GTI	2
USA	2019	2019	GOLF ALLTRACK	1
USA	2019	2019	JETTA GLI	5
CAN	2019	2019	JETTA GLI	3

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

One or both front wheel bearings may have been improperly machined. This may cause excessive stress on the wheel, wheel bolts or the wheel bearing itself, leading to steering, traction or other stability issues or breakage relating to the front wheels, and increase the risk of a crash.

Corrective Action

The following will be replaced on both front wheels: wheel bearing assembly, wheels, and wheel bolts. (Tires are not affected and will not be replaced).

Precautions

Volkswagen has issued a **STOP DRIVE WARNING** for this recall. Customers with affected vehicles are urged to contact Volkswagen Roadside Assistance to have the vehicle towed to the nearest authorized Volkswagen dealer for recall repair without delay.

Parts Information

Parts Control Type: VIN to Order	<p>Due to the small number of affected vehicles there will not be a parts allocation.</p> <p>If parts are needed to support a vehicle repair:</p> <ul style="list-style-type: none"> • US Dealers - use AVA • CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order
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Criteria	Part Number	Description	Qty. per Vehicle	Ordering Method
01	See ETKA	Wheel	2	VIN to Order
	ALL OTHERS PARTS			Free Order

Repair Projection Tool (right click to open):

Dealers are urged to order parts only to support scheduled customer repairs.

Dealers must ensure these customer repairs are scheduled so that the correct parts are on hand at the dealership when the customer presents their vehicle for this service.

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2019 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Code Visibility On or about December 12, 2019, the campaign code will be applied to affected vehicles.

Owner Notification Outbound calls to owners will take place in December 2019. 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

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.

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.

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: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

Service Number	40P1		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark bearing* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the mobility 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 Volkswagen Service Loaner Program to determine loaner eligibility.		
Criteria I.D.	01		
	LABOR		
	Labor Op	Time Units	Description
	4067 55 99	270	Replace front wheel bearing assemblies, wheels and wheel bolts
	PARTS		
	Quantity	Part Number	Description
	2.00	8S0498625A	Bearing*
	2.00	Per ETKA	Wheel
	1.00	5Q0698137	Locking wheel bolt set (if necessary)
	6.00	N 10332002	Shouldered hex. nut
	2.00	N 10205802	Shouldered hex. nut, self-locking (if necessary)
	2.00	N 0150816	Shouldered hex. nut
	Up to 10.00	WHT001812	Wheel bolt

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: <AWAITING NUMBER>

URGENT! STOP DRIVE WARNING!
IMPORTANT SAFETY RECALL – RECALL REPAIR AVAILABLE NOW

Safety Recall 40P1 – Front Wheel Bearings

- ✓ **DO NOT DRIVE YOUR VEHICLE. Contact VW Roadside Assistance at 1-800-411-6688 to have your vehicle towed for FREE to your nearest Volkswagen dealer for repair.**
- ✓ **Your Volkswagen dealer will provide you with a loaner vehicle for FREE, if needed.**
- ✓ **Your dealer will repair your vehicle under this recall for FREE.**

DO NOT DRIVE YOUR VEHICLE

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 2019 model year Volkswagen vehicles. Our records show you are the owner of a vehicle affected by this recall.

Recall Description: One or both front wheel bearings may have been improperly machined. This may cause excessive stress on the wheel, wheel bolts or the wheel bearing itself, leading to steering, traction or other stability issues or breakage relating to the front wheels, and increase the risk of a crash.

Recall Repair: Dealers will replace the front wheel bearing assemblies, the front wheels, and the front wheel bolts. (Tires are not affected and will not be replaced). This work will take about four hours to complete and will be FREE. Your dealer may need to order parts for your vehicle if they are not already in stock, and will need time to plan their daily workshop schedule.

What you should do: Please call VW Roadside Assistance at 1-800-411-6688 without delay to have your vehicle towed for FREE to your nearest Volkswagen dealer for repair. **DO NOT DRIVE YOUR VEHICLE.** Your Volkswagen dealer will provide you with a loaner vehicle for FREE, if needed.

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.

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.

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: 1-800-424-9153); 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.

Sincerely,

Volkswagen Customer Protection

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: <AWAITING TC NUMBER>

URGENT! STOP DRIVE WARNING!
IMPORTANT SAFETY RECALL – RECALL REPAIR AVAILABLE NOW

Safety Recall 40P1 – Front Wheel Bearings

- ✓ **DO NOT DRIVE YOUR VEHICLE. Contact VW Roadside Assistance at 1-800-411-6688 to have your vehicle towed for FREE to your nearest Volkswagen dealer for repair.**
- ✓ **Your Volkswagen dealer will provide you with a loaner vehicle for FREE, if needed.**
- ✓ **Your dealer will repair your vehicle under this recall for FREE.**

DO NOT DRIVE YOUR VEHICLE

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.

Recall Description: One or both front wheel bearings may have been improperly machined. This may cause excessive stress on the wheel, wheel bolts or the wheel bearing itself, leading to steering, traction or other stability issues or breakage relating to the front wheels, and increase the risk of a crash.

Recall Repair: Dealers will replace the front wheel bearing assemblies, the front wheels, and the front wheel bolts. (Tires are not affected and will not be replaced). This work will take about four hours to complete and will be FREE. Your dealer may need to order parts for your vehicle if they are not already in stock, and will need time to plan their daily workshop schedule.

What you should do: Please call VW Roadside Assistance at 1-800-411-6688 without delay to have your vehicle towed for FREE to your nearest Volkswagen dealer for repair. **DO NOT DRIVE YOUR VEHICLE.** Your Volkswagen dealer will provide you with a loaner vehicle for FREE, if needed.

Lease vehicles and address changes: 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 you have changed your address or sold the vehicle identified in this letter, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

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.

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.

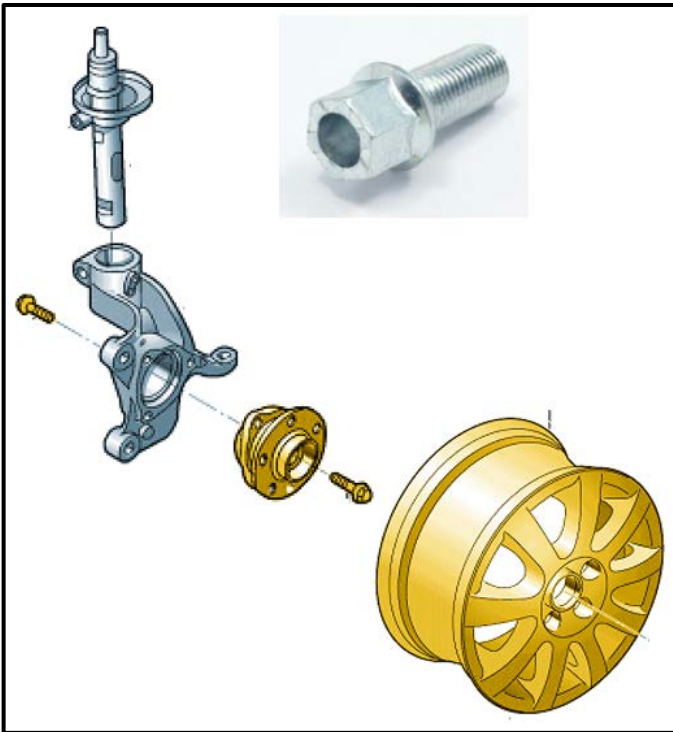
Sincerely,

Volkswagen Customer Protection

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 Overview



- Replace both front wheel bearings.
- Replace both front wheels.
- Replace all 10 front wheel bolts.

Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01	2	8S0.498.625.A	Wheel bearing
	2	See ETKA	Wheel
	Up to 10	WHT.001.812	Wheel bolt
	1	5Q0.698.137	Locking wheel bolt set (if necessary)
	6	N 103.320.02	Ball joint nut
	2	N 102.058.02	Level sensor linkage nut (if equipped)
	2	N 015.08.16	Stabilizer link nut

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 ← 2	Open ← 1

EXAMPLE

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

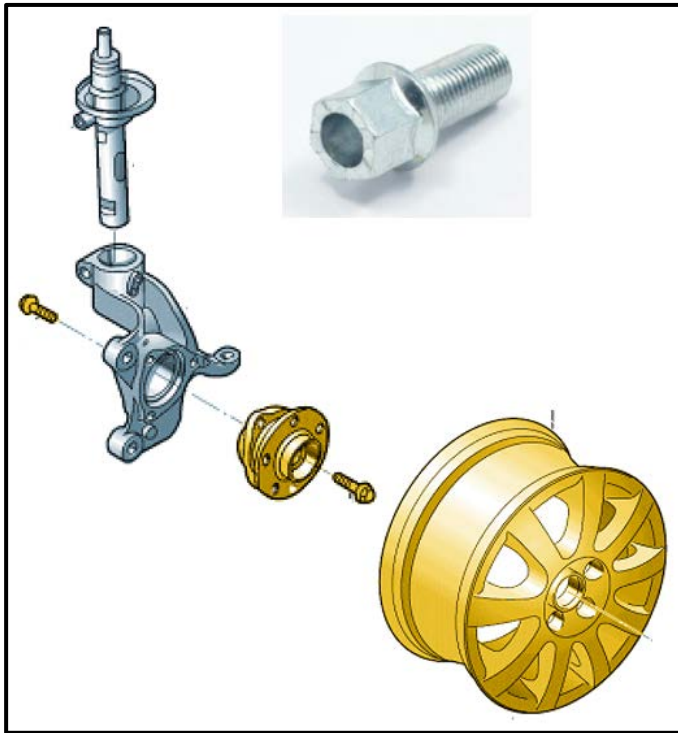
TIP

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



Replace both left front and right front wheel bearing units:

- See ELSA Repair Manual: *Repair manual > Chassis > Suspension, Wheels, Steering > 40 Front Suspension > Wheel Bearing > Wheel Bearing Unit, Removing and Installing*
- When reassembling the vehicle:
 - Replace both front wheels.
 - Replace front wheel bolts.
 - Replace locking wheel bolts on all four wheels (if equipped).
- **Destroy/disable removed wheels (for example, by drilling a hole in them).**

NOTE

The tires do not require replacement.
If the vehicle is equipped with locking wheel bolts make sure the old locking key is removed from the vehicle.

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) for U.S. and the Part Destruction and Core Disposition Report for Canada.