



## VOLKSWAGEN DEALER COMMUNICATION

### Repair Available – Safety Recall 47P8 / Electronic Brake Booster Input Rod

**This notice is for:**

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

**Date:** March 23, 2020

**Issue:**

Due to a possible manufacturing error, the electronic brake booster pressure input rod may not be correctly attached to the brake pedal. This may lead to a reduced pedal ratio and to an increased actuating force or to a disconnection of the pressure input rod. Additionally, in the event of a failure of the 12V power supply, the brake performance may be impaired due to the reduced pedal ratio and the resulting increased actuation force. An increased actuating force or a disconnected input rod may lead to abnormal brake behavior and may increase the risk for a crash.

**Repair:**

- REPAIR AVAILABLE – March 24, 2020 – Inspect and, if necessary, replace the electronic brake booster and mounting of the pressure rod OR the mounting of the pressure rod only, depending on the inspection results.
- 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 Allocation:**

There will be no parts allocation

**DO NOT ORDER FOR STOCK!**

- THE REPLACEMENT RATE IS EXPECTED TO BE **LESS THAN 1%**.
- LIMITED PARTS ARE AVAILABLE.
- PARTS SHOULD **ONLY** BE ORDERED IF THEY ARE ABSOLUTELY REQUIRED.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2019	2019	ARTEON	732
CAN	2019	2019	ARTEON	129

*\*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 – April 2020

**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 the Volkswagen Service Loaner Program to determine loaner eligibility.

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.

**IMPORTANT REMINDER: 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.

**-END OF MESSAGE-**