

# Safety Recall

## Code: 47P8

Subject	Electronic Brake Booster Input Rod																		
Release Date	March 24, 2020																		
Affected Vehicles	<table><tr><th>Country</th><th>Beginning Model Year</th><th>Ending Model Year</th><th>Vehicle</th><th>Vehicle Count</th></tr><tr><td>USA</td><td>2019</td><td>2019</td><td>ARTEON</td><td>732</td></tr><tr><td>CAN</td><td>2019</td><td>2019</td><td>ARTEON</td><td>129</td></tr></table>				Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2019	2019	ARTEON	732	CAN	2019	2019	ARTEON	129
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count															
USA	2019	2019	ARTEON	732															
CAN	2019	2019	ARTEON	129															
Problem Description	<p>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 &amp; verification source.</p> <ul style="list-style-type: none"><li>✓ Campaign status must show "open."</li><li>✓ 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.</li></ul> <p>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.</p>																		
Corrective Action	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.																		
Code Visibility	On or about March 24, 2020, the campaign code will be applied to affected vehicles.																		
Owner Notification	Owner notification will take place in April 2020. Owner letter examples are included in this bulletin for your reference.																		
Additional Information	<p><b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b></p> <p><b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALL</b></p> <p><b><u>New Vehicles in Dealer Inventory:</u> 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.</b></p> <p><b><u>Pre-Owned Vehicles in Dealer Inventory:</u> 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.</b></p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers.</u></p> <p>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 <a href="http://www.vwclub.com">www.vwclub.com</a>.</p>																		

## Parts Information (if required)

### IMPORTANT PARTS INFORMATION



#### 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.

Dealers are required to e-mail a clear photo of a damaged brake booster push rod mount or mis-installed brake booster push rod when placing a parts order.

Part Number	Parts Control Type	Instructions
5Q0-721-165-C 3Q1-614-105-AM	E-mail to Order	US and Canadian Dealers: Email the VIN and a picture of the damaged/mis-installed component to Parts Specialists at VWoAPartsSpecialists@vw.com to order
N -907-611-03 Brake Fluid	Free Order	Parts will be managed by Free Order

**Initial Allocation:**  
**NO**

Due to the small number of affected vehicles there will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.

**Repair Projection Tool:**  
**(right click to open)**



Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
02	1	5Q0-721-165-C	Mounting	E-mail to Order
	4	N -907-611-03	Nut	Free Order
	1	3Q1-614-105-AM	Brake servo (if necessary)	E-mail to Order
	Up to 1L	SEE ETKA	Brake Fluid (if necessary)	Free Order

### IMPORTANT PARTS INFORMATION

#### Brake Fluid Ordering Information

- Any brake fluid part number listed in ETKA specific to the VIN can be used.
- For claiming purposes, for every 0.5 liter of brake fluid used, 1.00 units of B 000750M2 should be entered onto the SAGA claim.



#### NOTE

The specified part numbers reflect the status at the start of this service action. 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.

## Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

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.

<b>Service Number</b>	47P8		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	WWO		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark labor as causal		
<b>Vehicle Wash/Loaner</b>	<p>Do not claim wash/loaner under this action</p> <p><b>U.S.A.:</b> 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.</p> <p><b>Canada:</b> Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.</p>		
<b>Criteria I.D.</b>	02		
	Inspect brake booster push rod installation, push rod is installed correctly and the mount is not damaged.		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0183 00 99	20	Inspect brake booster push rod, no further work required
<b>-OR-</b>	Inspect brake booster push rod installation, push rod is installed correctly but the mount is damaged, replace brake booster push rod mount.		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4605 41 99	130	Replace brake booster push rod mount
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	5Q0721165C	Mounting
	4.00	N 90761103	Nut

Continued on next page

<b>-OR-</b>	Inspect brake booster push rod installation, push rod is not installed correctly, replace brake booster, replace brake booster push rod mount, bleed brake system and perform GFF operations		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4605 41 99	130	Replace brake booster push rod mount
	4770 55 99	150	Replace brake booster
	4770 25 99	Time stated on diagnostic protocol	Perform GFF operations for new brake booster
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	5Q0721165C	Mounting
	1.00	3Q1614105AM	Brake serv (brake booster)
	2.00	B 000750M2	Brake Fluid (one bottle = 0.5 liter) NOTE: Part number is for claiming only
	4.00	N 90761103	Shouldered hex. nut

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**NHTSA:** 20V135

**Subject: Safety Recall 47P8 - Electronic Brake Booster Input Rod**

Dear Volkswagen Owner,

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

<b>What is the issue?</b>	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.
<b>What will we do?</b>	To correct this defect, your authorized Volkswagen dealer will 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. In most cases this work will take about an hour to complete and will be performed for you free of charge. 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.
<b>What should you do?</b>	Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. To set up an appointment online, please visit <a href="http://www.vw.com/find-a-dealer">www.vw.com/find-a-dealer</a> .
<b>Lease vehicles and address changes</b>	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.
<b>Can we assist you further?</b>	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 <a href="http://www.vw.com/contact">www.vw.com/contact</a> or by calling us at 800-893-5298.
<b>Checking your vehicle for open Recalls and Service Campaigns</b>	To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit <a href="http://www.vw.com/owners/recalls">www.vw.com/owners/recalls</a> and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

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: 2020-092**

**Subject: Safety Recall 47P8 - Electronic Brake Booster Input Rod**

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.

<b>What is the issue?</b>	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.
<b>What will we do?</b>	To correct this defect, your authorized Volkswagen dealer will 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. In most cases this work will take about an hour to complete and will be performed for you free of charge. 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.
<b>What should you do?</b>	Please contact your authorized Volkswagen dealer without delay to schedule this recall repair.
<b>Lease vehicles and address changes</b>	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.
<b>Can we assist you further?</b>	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 <a href="http://www.vw.ca">www.vw.ca</a> .

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

## Repair Overview



- Inspect brake booster push rod installation.

### 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.

## Required Tools (only if brake booster and/or push rod mount requires replacement)

 <p>Release Tool -T10159B- (<b>NOT</b> required for inspection, may only be required for push rod mount replacement)</p>	 <p>Brake Filling and Bleeding Equipment -VAS6860- (or equivalent) (Required for booster replacement only)</p>
 <p>Battery Tester/Charger - GRX3000VAS- (or equivalent) (Required for booster replacement only)</p>	 <p>Diagnostic Tester -VAS6150X- (or equivalent) (Required for booster replacement only)</p>



## 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 – Brake Booster Push Rod Inspection



### Inspect brake booster push rod installation:

- Use an inspection mirror to inspect the installation of the brake booster push rod on the back side of the brake pedal.



- If the brake booster push rod is installed correctly (as shown) and none of the locking tabs are broken:
  - No further work is required.
  - Proceed to Section E.

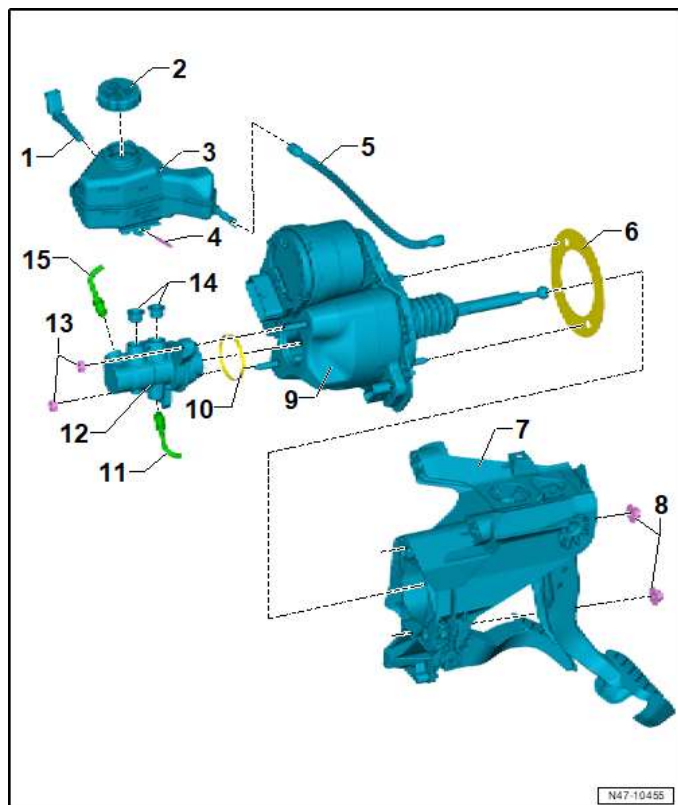


- If the brake booster push rod is installed in the incorrect position (as shown):
  - Take a clear photo of the condition for documentation purposes.
  - The brake booster must be replaced (See Section C).
  - The push rod mount must be replaced (See Section D).
  - After all work is complete, Proceed to Section E.



- If the brake booster push rod is installed in the correct position, but any of the brake booster push rod tabs are broken (as shown):
  - Take a clear photo of the condition for documentation purposes.
  - The push rod mount must be replaced.
  - Proceed to Section D.
  - After all work is complete, Proceed to Section E.

## Section C – e-BKV Brake Booster Replacement



### Replace the e-BKV Brake Booster:

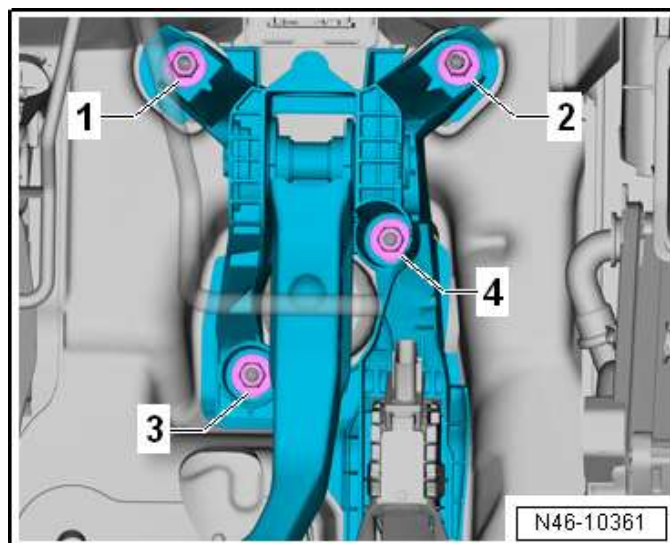
#### **⚠ WARNING**

Refer to all warning and cautions published in the ELSA Repair Manual.

- See ELSA Repair Manual: *Repair Manual > Chassis > Brake System > 47 Hydraulic Components > Brake Booster/Brake Master Cylinder > Brake Booster, Removing and Installing > e-BKV, Removing and Installing*

Part Number	Part Description
3Q1-614-105-AM	e-BKV Brake Booster
SEE ETKA	Brake Fluid

## Section D – Brake Booster Push Rod Mount Replacement

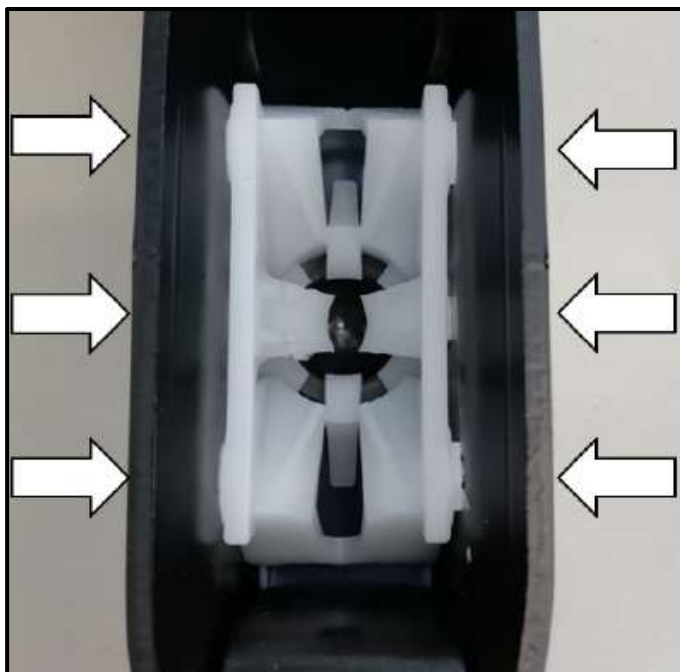


#### **⚠ WARNING**

Refer to all warning and cautions published in the ELSA Repair Manual.

### Remove the brake pedal with the mounting bracket:

- The brake pedal does not require separation from the mounting bracket.
- See ELSA Repair Manual: *Repair Manual > Chassis > Brake System > 46 Mechanical Components > Brake Pedal > Mounting Bracket, Removing and Installing*



#### Replace the brake booster push rod mount:

- Press the locks in the direction <arrows> and remove the mount from the brake pedal.
- Install the new mount in the brake pedal in the opposite direction of removal.
- Ensure that the latches snap into place audibly.
- Install the brake pedal with mounting bracket in opposite direction of removal.
- The brake pedal mounting bracket nuts and brake booster mounting nuts must be replaced.

Part Number	Part Description
5Q0-721-165-C	Mount
N -907-611-03	Nut

### Section E – 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 F.**

### Section F - 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.