



# VOLKSWAGEN DEALER COMMUNICATION

## Repair Available – Safety Recall 47Q2 / Front Brake Caliper Bolts

- This notice is for:**
- ✓ Dealer Principal
  - ✓ Service Manager
  - ✓ Warranty Administrator
  - ✓ General Manager
  - ✓ Parts Manager
  - ✓ Technicians
  - ✓ Sales Managers
  - ✓ Service Consultant

**Date:** June 23, 2020

**Issue:** The front brake caliper bolts may come loose. If a brake caliper bolt comes loose, it may affect the vehicle's brake performance, increasing the risk of a crash.

**Precautions:** A metallic noise may be heard due to a loose brake caliper bolt. Customers experiencing this condition with their vehicle are advised to contact an authorized Volkswagen dealer without delay to have the vehicle inspected/repared.

- Repair:**
- REPAIR AVAILABLE – June 24, 2020 / Replace front brake caliper bolts.
  - 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:** Due to the small number of affected vehicles, there will be no parts allocation.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2020	2020	JETTA	1
CAN	2020	2020	GOLF	4
CAN	2020	2020	JETTA	1

*\*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 2020

**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.

**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-**

*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.*