



Safety Recall

Code: 47R3

Subject Brake Booster Pressure Input Rod Connection

Release Date September 21, 2021

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	ARTEON	99
CAN	2021	2021	ARTEON	4

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

The pressure input rod connection on the brake booster may not have been tightened correctly to factory specifications. If the pressure input rod detaches from the brake booster, the brake pedal will not work correctly to stop the vehicle, increasing the risk of a crash. The driver can still utilize the electric parking brake to stop the vehicle.

Corrective Action

Inspect and, if necessary, tighten the affected screw to the proper value.

Code Visibility

On or about September 21, 2021, the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in September 2021. 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 RECALL:

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.vwhub.com.*

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.

Service Number	47R3		
Damage Code	0099		
Parts Vendor Code	WVO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal		
Vehicle Wash/Loaner	<p>Do not claim wash/loaner under this action</p> <p>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.</p> <p>Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.</p>		
Criteria I.D.	01		
	Remove lower instrument panel trim. Tighten brake booster pushrod bolted connection and verify it is tight.		
	LABOR		
	Labor Op	Time Units	Description
	4770 49 99	35	Tighten brake booster pushrod bolted connection

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: 21V695

Subject: Safety Recall 47R3 - Brake Booster Pressure Input Rod Connection

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 2021 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?	The pressure input rod connection on the brake booster may not have been tightened correctly to factory specifications. If the pressure input rod detaches from the brake booster, the brake pedal will not work correctly to stop the vehicle, increasing the risk of a crash. The driver can still utilize the electric parking brake to stop the vehicle.
What will we do?	To correct this defect, your authorized Volkswagen dealer will inspect and, if necessary, tighten the affected screw to the proper value. 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.
What should you do?	Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. To set up an appointment online, please visit www.vw.com/find-a-dealer .
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.
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, or 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.
Checking your vehicle for open Recalls and Service Campaigns	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 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: 2021-549

Subject: Safety Recall 47R3 - Brake Booster Pressure Input Rod Connection

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.

What is the issue? The pressure input rod connection on the brake booster may not have been tightened correctly to factory specifications. If the pressure input rod detaches from the brake booster, the brake pedal will not work correctly to stop the vehicle, increasing the risk of a crash. The driver can still utilize the electric parking brake to stop the vehicle.

What will we do? To correct this defect, your authorized Volkswagen dealer will inspect and, if necessary, tighten the affected screw to the proper value. 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.

What should you do? Please contact your authorized Volkswagen dealer without delay to schedule this recall repair.

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.

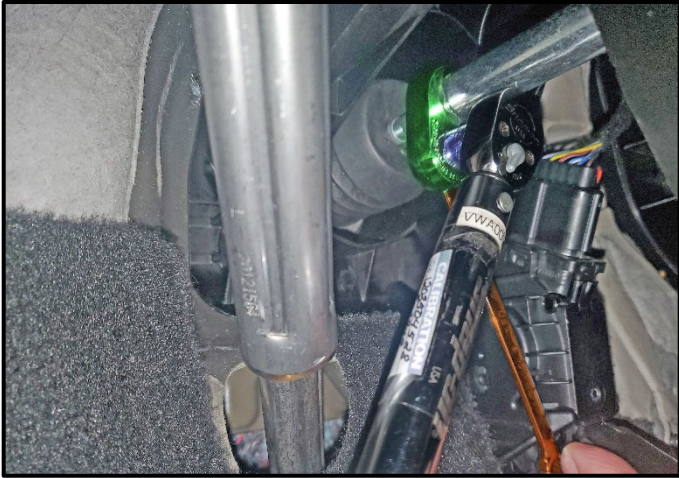
Can we assist you further? If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at www.vw.ca.

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

Repair Overview

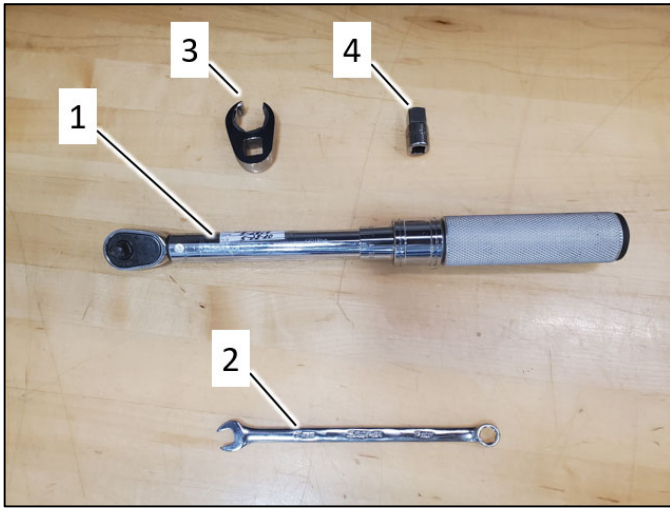


- Verify torque on brake booster pushrod.

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



NOTE

The tools listed below are the recommended commercially available tools for checking the brake booster pushrod torque.

Due to the restricted space, a longer torque wrench will not work.

These instructions were created using a 1/4" mechanical torque wrench adapted to a 3/8" drive crows foot.

A similar combination of tools can be used.

1. Torque wrench capable of 10 Nm torque
2. 7mm open end wrench
3. 16mm crows foot
4. 1/4" to 3/8" adapter (if necessary)

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

Campaign/Action	Start	Designation
← 3	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

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.

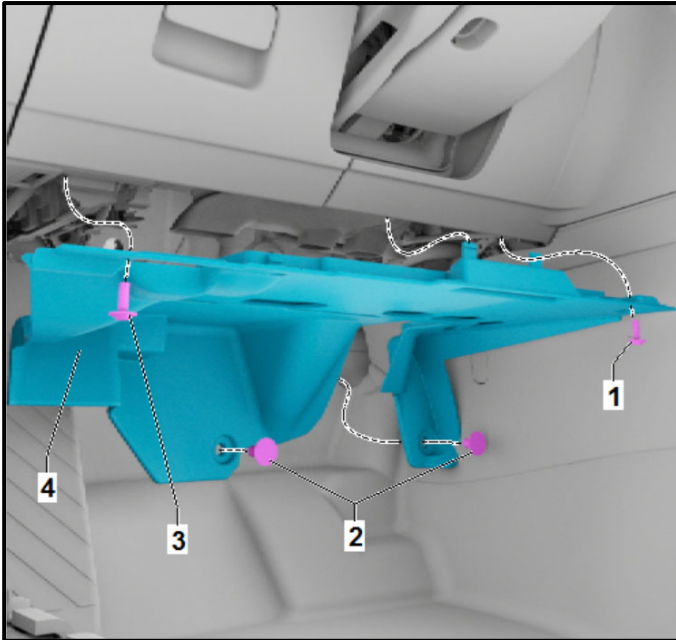
CRITICAL REPAIR STEP



If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

Section B – Repair Procedure



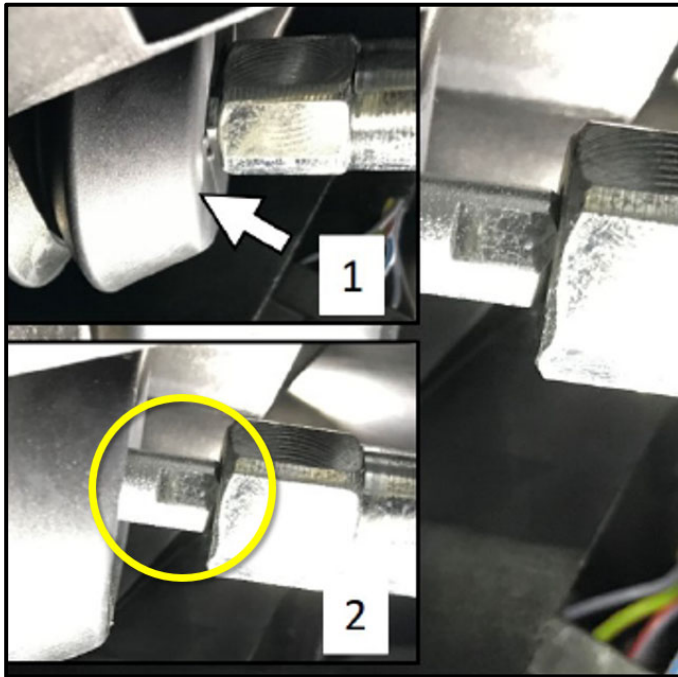
Remove driver side instrument panel cover:

- Switch off the ignition.
- Remove the bolt <1>.
- Remove the two clips <2>.
- Remove the bolt <3>.
- Remove the driver side instrument panel cover <4> from the instrument panel.
- Disconnect the footwell lamp connector.



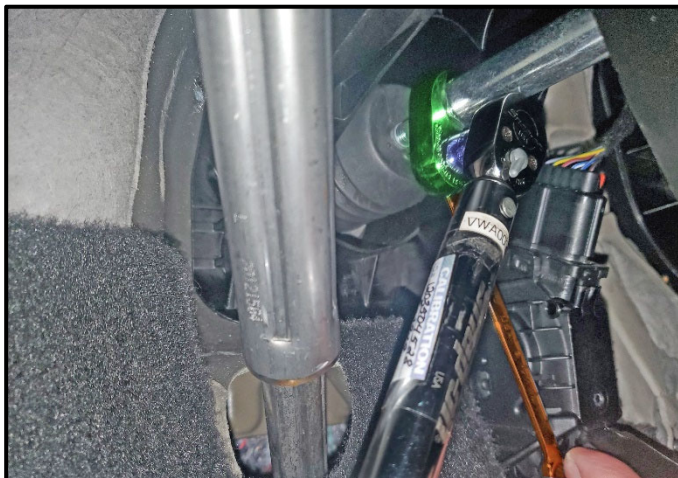
Locate brake booster push rod:

- Work will be performed on the brake booster pushrod in the area shown <circle>.



Press brake booster push rod dust boot back:

- Press dust boot <1> back approximately 1 cm.
- This will expose the flat edges <circle> as seen in photo <2>.

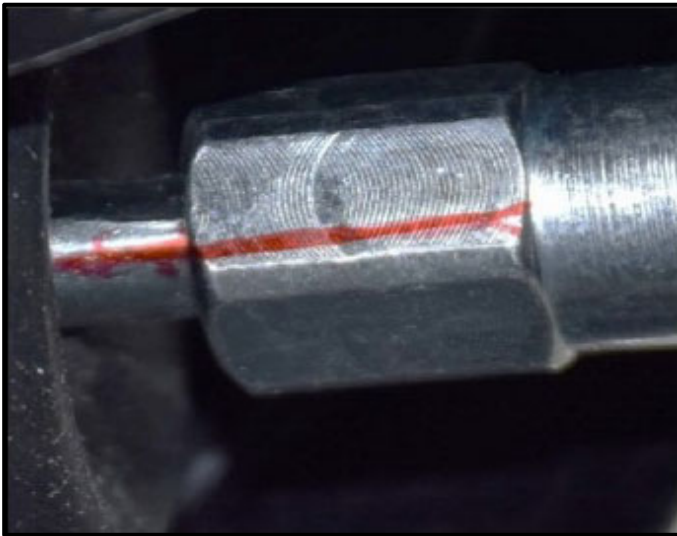


Verify torque:

- Torque the pushrod connection to 10 Nm while counterholding on the flat edges with a 7 mm wrench.

⚠ CAUTION

When removing the tools, there is a possibility the bolted connection could accidentally be loosened again. Ensure the tools are removed carefully and not in the loosening direction.

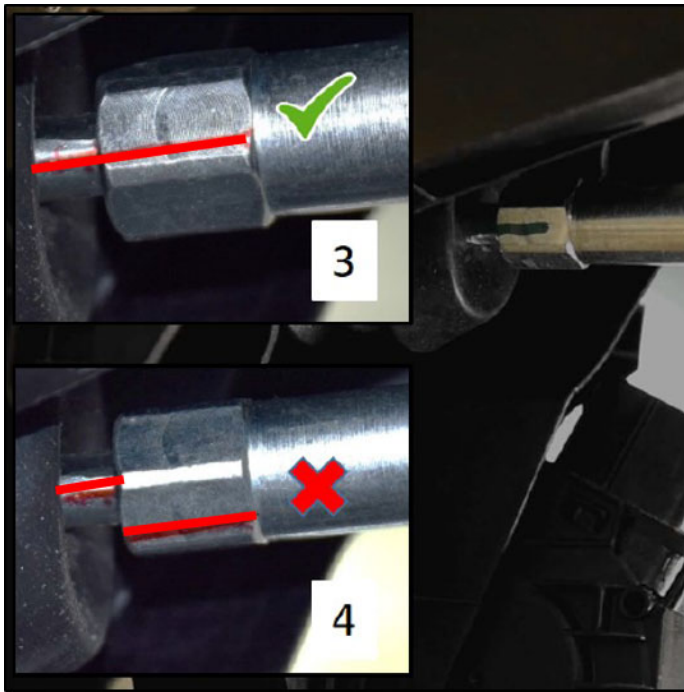


Verify connection did not loosen:

- Draw a line with a suitable pen on both sides of the bolted connection of the pushrod.



- DO NOT apply brake pedal pressure for this step.
- DO NOT counterhold the pushrod.
- In order to identify a loosened bolted connection, turn the pushrod with an open-end 16 mm wrench by about 45° in loosening direction <arrow>.



- After turning the pushrod, check the previously made marks.
- If the marks are still lined up <3>:
 - No further work is required.
 - Reinstall dust boot to original position.
 - Reinstall instrument panel in the reverse order of removal.
 - Proceed to Section C.
- If the marks are not lined up <4>:
 - Repeat tightening steps as listed above until you can verify that the pushrod connection did not loosen.

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).