



# Safety Recall

## Code: 19Q4

<b>Subject</b>	Right Front Brake Pipe Nut															
<b>Release Date</b>	November 16, 2021															
<b>Affected Vehicles</b>	<table border="1"><thead><tr><th>Country</th><th>Beginning Model Year</th><th>Ending Model Year</th><th>Vehicle</th><th>Vehicle Count</th></tr></thead><tbody><tr><td>USA</td><td>2022</td><td>2022</td><td>TIGUAN</td><td>1,285</td></tr><tr><td>CAN</td><td>2022</td><td>2022</td><td>TIGUAN</td><td>300</td></tr></tbody></table> <p><i>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.</i></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>	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2022	2022	TIGUAN	1,285	CAN	2022	2022	TIGUAN	300
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count												
USA	2022	2022	TIGUAN	1,285												
CAN	2022	2022	TIGUAN	300												
<b>Problem Description</b>	The brake pipe nut at the right front wheel well may not be torqued to the proper specification. If the nut becomes loose, brake fluid may leak. This in turn can result in the vehicle requiring a longer braking distance, increasing the risk of a crash.															
<b>Corrective Action</b>	Inspect and, if necessary, torque the affected nut to the proper value.															
<b>Precautions</b>	Vehicle driver may see the brake warning light illuminate just after significant brake fluid loss. If this happens, owners are advised to contact an authorized Volkswagen dealer without delay to make arrangements to have the vehicle inspected/repared.															
<b>Code Visibility</b>	On or about November 16, 2021, the campaign code will be applied to affected vehicles.															
<b>Owner Notification</b>	Owner notification will take place in November 2021. Owner letter examples are included in this bulletin for your reference.															
<b>Additional Information</b>	<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 before delivery to consumers.</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 [www.vwhub.com](http://www.vwhub.com).*

## Parts Information (if necessary)

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1 L	SEE ETKA/P.O.C.	DOT 4 BRAKE FLUID	Parts on Command

### IMPORTANT PARTS INFORMATION

#### Brake Fluid Ordering Information

- Any DOT 4 brake fluid part number listed in Parts on Command can be used.
- For claiming purposes, 2.00 units of B 0007501MDSP should be entered onto the SAGA claim.

### NOTE

The specified part numbers reflect the status at the start of this 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>	19Q4		
<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>	Do not claim wash/loaner under this action  <b>U.S.A.:</b> 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.  <b>Canada:</b> Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.		
<b>Criteria I.D.</b>	01		
	Inspect passenger front brake line connection. Connection is not loose, no further work required.		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0183 00 99	20	Inspect brake line, no further work required
<b>-OR-</b>	Inspect passenger front brake line connection. Connection was loose, change brake fluid.		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4701 07 99	60	Inspect brake line, change brake fluid
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	2.00	B 0007501MDSP	Brake Fluid

## 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:** 21V853

**Subject: Safety Recall 19Q4 –Right Front Brake Pipe Nut**

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 2022 model year Volkswagen Tiguan vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** The brake pipe nut at the right front wheel well may not be torqued to the proper specification. If the nut becomes loose, brake fluid may leak. This in turn can result in the vehicle requiring a longer braking distance, increasing the risk of a crash.

**What will we do?** To correct this defect, your authorized Volkswagen dealer will inspect and, if necessary, torque the affected nut 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](http://www.vw.com/find-a-dealer).

**Precautions you should take** Vehicle driver may see the brake warning light illuminate just after significant brake fluid loss. If this happens, owners are advised to contact an authorized Volkswagen dealer without delay to make arrangements to have the vehicle inspected/repared.

**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](http://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](http://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:** 2021-672

**Subject: Safety Recall 19Q4 –Right Front Brake Pipe Nut**

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 brake pipe nut at the right front wheel well may not be torqued to the proper specification. If the nut becomes loose, brake fluid may leak. This in turn can result in the vehicle requiring a longer braking distance, increasing the risk of a crash.

**What will we do?** To correct this defect, your authorized Volkswagen dealer will inspect and, if necessary, torque the affected nut 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.

**Precautions you should take** Vehicle driver may see the brake warning light illuminate just after significant brake fluid loss. If this happens, owners are advised to contact an authorized Volkswagen dealer without delay to make arrangements to have the vehicle inspected/repared.

**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](http://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



- Inspect passenger front brake line connection.

### 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 (if necessary)



Mini Torque Wrench  
-VAS6854-  
(or equivalent)



Brake Filling and Bleeding  
Equipment  
-VAS6860-  
(or equivalent)



Brake Bleeding Tool Set  
-VAS6564-  
(or equivalent)



Brake Bleeding Tool Set -  
Insert Tool  
-VAS6564/9-  
(or equivalent)



## 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**

Campaign/Action	Start	Designation
	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.

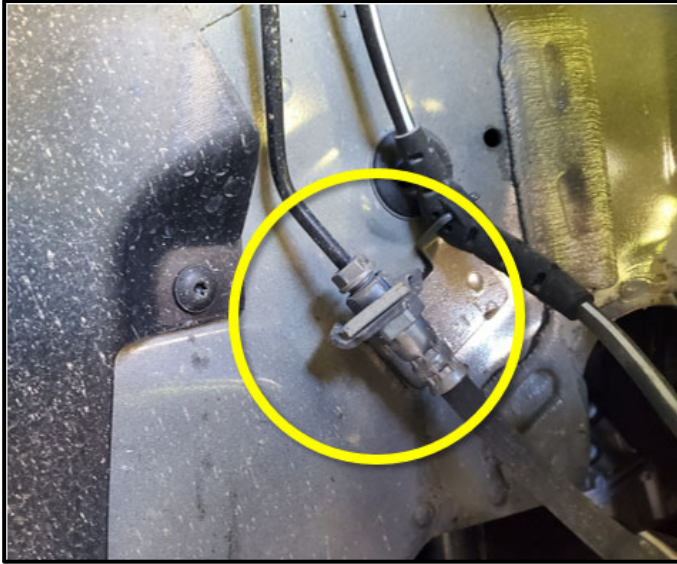
#### CRITICAL REPAIR STEP



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 – Brake Line Inspection



- Raise vehicle on hoist.

### CAUTION

**Risk of injury of the skin due to corrosive brake fluid.**

**Irritation and injury of the skin possible.**

Avoid contact with skin. Wear gloves

- Inspect passenger front brake line to brake hose connection by hand. **DO NOT USE TOOLS!**
- If connection is loose:
  - Tighten the connection to 14 Nm.
  - The brake fluid requires changing.
  - Proceed to Section C.
- If connection is not loose:
  - Verify the connection is tight by torquing to 14 Nm.
  - Proceed to Section D.

## Section C – Changing Brake Fluid

### WARNING

#### **Faulty brakes increase the risk of a crash.**

Make sure the brakes are working correctly before driving the vehicle for the first time.

### WARNING

#### **Risk of crash due to the brakes malfunctioning.**

Brake fluid must never come into contact with fluids containing mineral oils (oil, gasoline, cleaning solutions).

Wear safety gloves that are free of oil and grease.

### CAUTION

**Risk of a crash due to the water content in the brake fluid being too high. Brake fluid is hygroscopic, meaning that it absorbs moisture from the surrounding air.**

#### **Brake failure due to the formation of steam bubbles.**

Store brake fluid in air-tight containers.

Immediately seal any open brake hoses and brake lines.

### CAUTION

**There is a risk of contamination and paint damage from leaking brake fluid.**

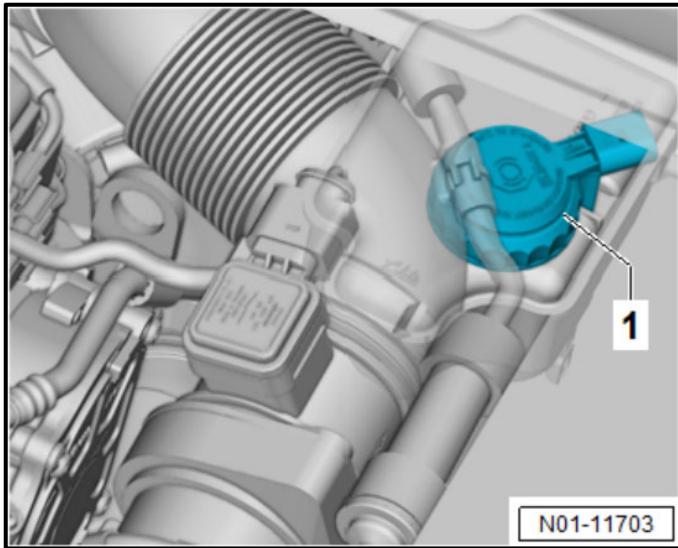
Rinse off any leaking brake fluid immediately using plenty of water.

### CAUTION

**Risk of injury of the skin due to corrosive brake fluid.**

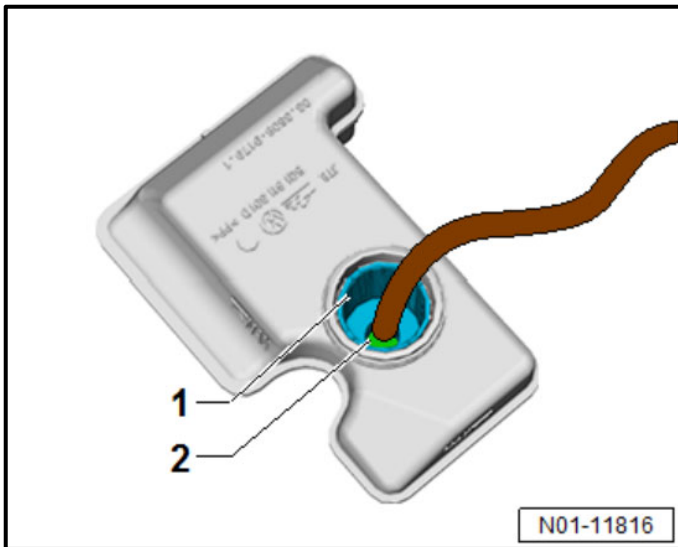
**Irritation and injury of the skin possible.**

Avoid contact with skin. Wear gloves

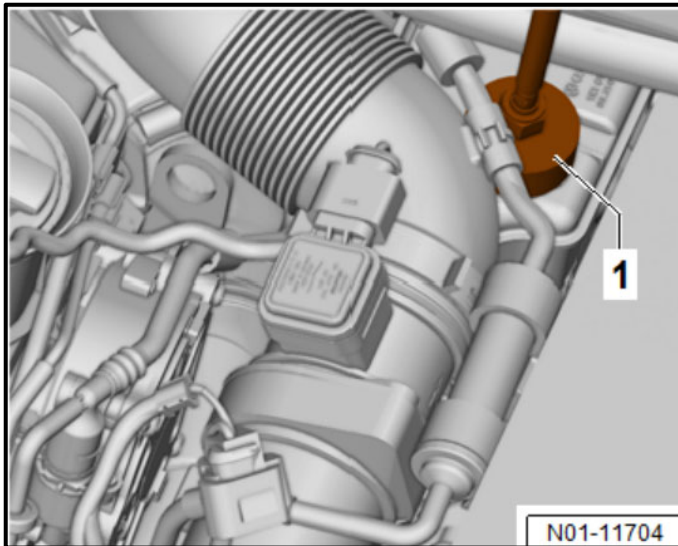


### Brake Fluid, Extracting:

- Remove the cap <1> from the brake fluid reservoir.



- Insert the suction hose from the Brake Charger/Bleeder Unit through the screen <1> in the brake fluid reservoir to extract as much brake fluid as possible.
- Do not remove the screen inside the brake fluid reservoir.
- After extracting, observe that no further brake fluid runs into the reservoir (the brake fluid level in the reservoir must align with the lower edge of the screen).

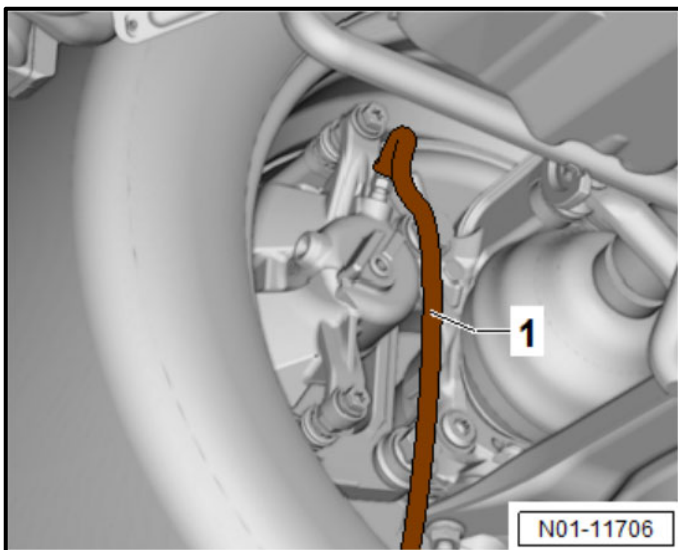


#### Attach the Brake Charger/Bleeder Unit:

- Attach the adapter <1> to the brake fluid reservoir.
- Attach the hose from the Brake Filling and Bleeding Equipment to the adapter <1>.
- Set the pressure on the Brake Charger/Bleeder Unit to a maximum of 2 bar and switch on the Brake Charger/Bleeder Unit.

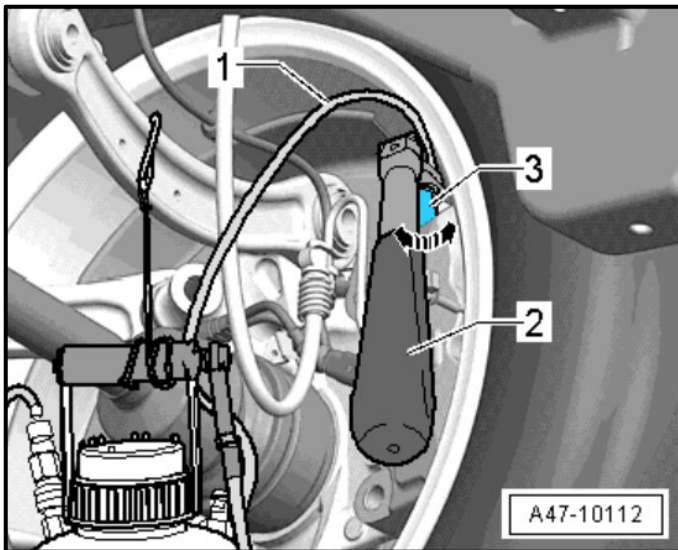
#### ! NOTE

- The bleed hose must fit tightly over the bleed screw to prevent air from getting into the brake system.
- The brake fluid level in the reservoir must be high enough so that air cannot get into the brake system.
- By using the Brake Bleeding Tool Set - Insert Tool -VAS6564/9-, the removal of the rear wheels is no longer necessary.



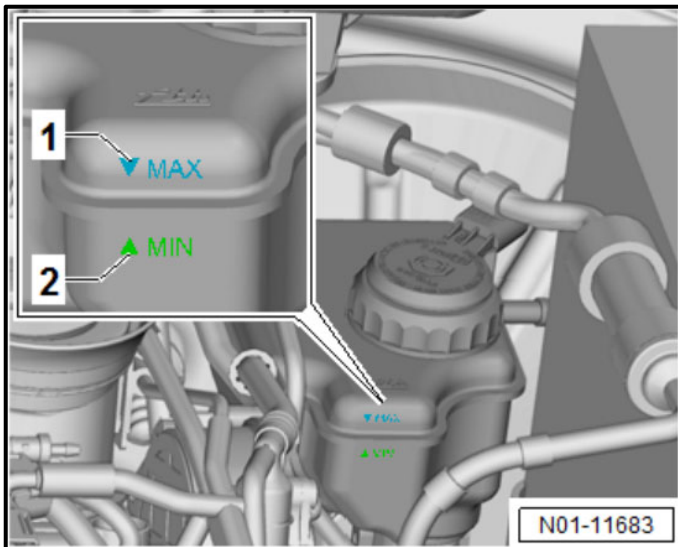
#### Bleeding brakes – Front Axle:

- Remove the cap from the bleed screw on the left front brake caliper.
- Connect the collector bottle bleed hose <1> to the left front bleeder valve.
- Open the breather valve and let 200 ml drain out.
- Close the bleeder screw and torque to 4.5 Nm.
- Reattach the brake caliper bleeder screw cap.
- Repeat the steps on the front right side.



### Bleeding brakes – Rear axle:

- Use the Brake Bleeding Tool Set - Insert Tool -VAS6564/9- for the rear axle.
- Guide the bleeder hose <1> from the Brake Bleeding Tool Set -VAS6564- from the inside of the rim through the socket <3> and connect to the bleed screw.
- Open the breather valve and let 300 ml drain out.
- Close the bleeder screw and torque to 4.5 Nm.
- Reattach the brake caliper bleeder screw cap.
- Repeat the same procedure on the right rear side of the vehicle.



### Final steps:

- Remove the filler hose from the adapter.
- Remove the adapter from the brake fluid reservoir.
- Check the brake fluid level and correct if necessary. It must be between <1> and <2>.
- Reinstall the brake fluid reservoir cap,
- Perform a function test during the test drive.

### Proceed to Section D

## Section D – 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).