



Safety Recall

Code: 19Q8

Subject Radiator and Coolant Hose

Release Date November 08, 2022

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2023	GOLF GTI	6,632
USA	2022	2023	GOLF R	1,406
CAN	2022	2022	GOLF GTI	1,693
CAN	2022	2022	GOLF R	784

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

During vehicle production, the radiator may not have been affixed correctly to the intercooler. This can result in the radiator becoming loose and causing a coolant hose to contact the V-belt pulley. A coolant hose that contacts the V-belt pulley can become damaged, potentially resulting in a coolant leak. A large amount of coolant leaking onto the roadway may increase the risk of a crash for the following traffic. If the red warning light in the instrument cluster is ignored and the vehicle continues to be driven without coolant, the engine may overheat, potentially leading to a vehicle fire.

Corrective Action

The affected vehicles will be inspected to see if the radiator is correctly affixed to the intercooler. If a loose connection is found, the coolant hose and the poly V-belt will be checked for damage. If damage is found, the damaged parts will be replaced.

Precautions:

If a low coolant level is detected, the driver will see a red warning light in the instrument cluster. Customers with vehicles experiencing this condition are advised to contact an authorized Volkswagen dealer without delay to have the vehicle inspected.

Code Visibility

On September 30, 2022, the campaign code was applied to affected vehicles.

Owner Notification

Owner notification will take place in November 2022. 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.

Parts Information (if necessary)

CRITICAL PARTS INFORMATION



Do not order any of the parts listed below unless they are absolutely needed! The expected need for a door harness is less than 1%. Ordering parts unnecessarily will cause delays.

Parts Control Type:
VIN to Order

If parts are needed to support a vehicle repair:

- US Dealers - use AVA
- CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order

Initial Allocation:
NO

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	Part Description	Ordering Method
01	1	5WA-122-051-R	Lower radiator hose	VIN To Order
02	1	5WA-122-051-AD	Lower radiator hose	
01 or 02	1	06Q-903-137-A	Ribbed belt	
01 or 02	Up to 5 L	See Parts on Command	Coolant Concentrate	

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.

Service Number	19Q8		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal if no damage to lower radiator hose is found Mark WATER HOSE* as causal part if lower radiator hose is damaged		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action 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 Volkswagen Service Loaner Program to determine loaner eligibility.		
Criteria I.D.	01		
	Check radiator mounting. Mounting is ok. No further work required		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	30	Check radiator, no further work required
OR	Check radiator mounting. Mounting is NOT ok. Re-secure radiator. NO damage to lower radiator hose found.		
	LABOR		
	Labor Op	Time Units	Description
	1970 82 99	80	Check and re-secure radiator

Continued on next page

OR	Check radiator mounting. Mounting is NOT ok. Re-secure radiator. Damage to lower radiator hose found.		
	LABOR		
	Labor Op	Time Units	Description
	1970 56 99	165	Replace ribbed belt and radiator hose
	0150 00 99	Time stated on diagnostic protocol (up to 40 TU)	GFF Operations (if necessary)
	PARTS		
	Quantity	Part Number	Description
	1.00	5WA122051R	WATER HOSE*
	1.00	06Q903137A	RIBBEDBELT
	Up to 50.00 (5L)	G 12E100S0	COOLANT CONCENTRATE
Criteria I.D.	02		
	Check radiator mounting. Mounting is ok. No further work required		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	30	Check radiator, no further work required
OR	Check radiator mounting. Mounting is NOT ok. Re-secure radiator. NO damage to lower radiator hose found.		
	LABOR		
	Labor Op	Time Units	Description
	1970 82 99	80	Check and re-secure radiator
OR	Check radiator mounting. Mounting is NOT ok. Re-secure radiator. Damage to lower radiator hose found.		
	LABOR		
	Labor Op	Time Units	Description
	1970 56 99	165	Replace ribbed belt and radiator hose
	0150 00 99	Time stated on diagnostic protocol (up to 40 TU)	GFF Operations (if necessary)
	PARTS		
	Quantity	Part Number	Description
	1.00	5WA122051AD	WATER HOSE*
	1.00	06Q903137A	RIBBEDBELT
	Up to 50.00 (5L)	G 12E100S0	COOLANT CONCENTRATE

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2022 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Customer Letter Example (USA)

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

NHTSA: 22V707

Subject: Safety Recall 19Q8 - Radiator and Coolant Hose

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 2022-2023 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? During vehicle production, the radiator may not have been affixed correctly to the intercooler. This can result in the radiator becoming loose and causing a coolant hose to contact the V-belt pulley. A coolant hose that contacts the V-belt pulley can become damaged, potentially resulting in a coolant leak. A large amount of coolant leaking onto the roadway may increase the risk of a crash for the following traffic. If the red warning light in the instrument cluster is ignored and the vehicle continues to be driven without coolant, the engine may overheat, potentially leading to a vehicle fire.

What will we do? To correct this defect, your authorized Volkswagen dealer will inspect to see if the radiator is correctly affixed to the intercooler. If a loose connection is found, the coolant hose and the poly V-belt will be checked for damage. If damage is found, the damaged parts will be replaced. This work may take up to two hours 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 work. To set up an appointment online, please visit www.vw.com/find-a-dealer.

Precautions you should take If a low coolant level is detected, the driver will see a red warning light in the instrument cluster. Customers with vehicles experiencing this condition are advised to contact an authorized Volkswagen dealer without delay to have the vehicle inspected.

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

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2022 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Customer 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: 2022-533

Subject: Safety Recall 19Q8 - Radiator and Coolant Hose

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? During vehicle production, the radiator may not have been affixed correctly to the intercooler. This can result in the radiator becoming loose and causing a coolant hose to contact the V-belt pulley. A coolant hose that contacts the V-belt pulley can become damaged, potentially resulting in a coolant leak. A large amount of coolant leaking onto the roadway may increase the risk of a crash for the following traffic. If the red warning light in the instrument cluster is ignored and the vehicle continues to be driven without coolant, the engine may overheat, potentially leading to a vehicle fire.

What will we do? To correct this defect, your authorized Volkswagen dealer will inspect to see if the radiator is correctly affixed to the intercooler. If a loose connection is found, the coolant hose and the poly V-belt will be checked for damage. If damage is found, the damaged parts will be replaced. This work may take up to two hours 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 work.

Precautions you should take If a low coolant level is detected, the driver will see a red warning light in the instrument cluster. Customers with vehicles experiencing this condition are advised to contact an authorized Volkswagen dealer without delay to have the vehicle inspected.

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.

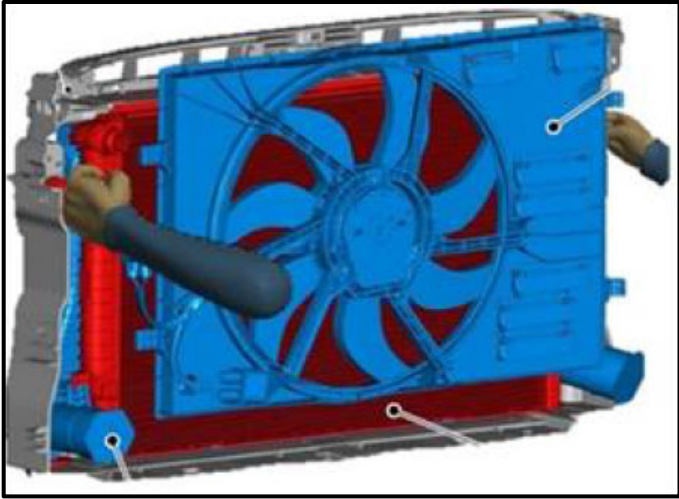
We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2022 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Repair Overview



- Inspect radiator mounting.
- If necessary, inspect lower radiator coolant hose and ribbed belt.

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.

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.

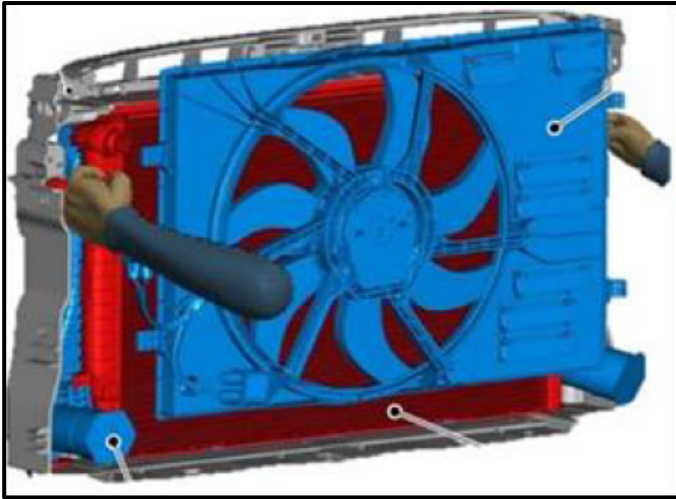
CRITICAL REPAIR STEP



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 – Radiator Mounting Inspection



Inspecting radiator mounting:

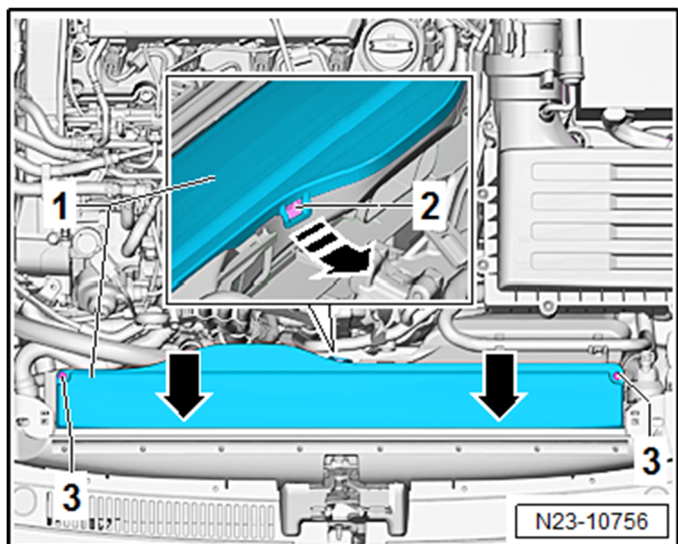
⚠ WARNING

Risk of injury

The radiator may be hot.
Wear protective gloves.

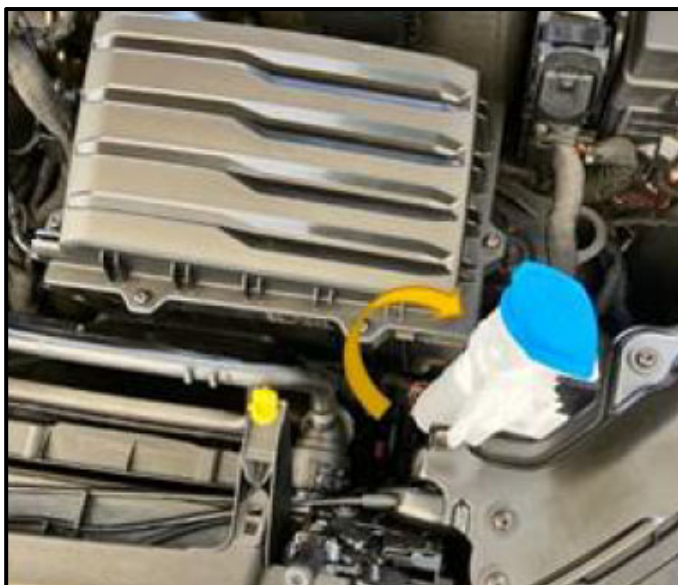
- Grab behind the radiator by hand in direction of travel. Pull radiator to the rear of the vehicle and then forward again.
- If the radiator is mounted correctly:
 - No further work required.
 - Proceed to Section E.
- If the radiator is not mounted correctly:
 - The radiator must be secured correctly.
 - The lower radiator hose and ribbed belt must be checked for damage.
 - Proceed to Section C.

Section C – Inspect Coolant Hose and Ribbed Belt and Re-secure Radiator



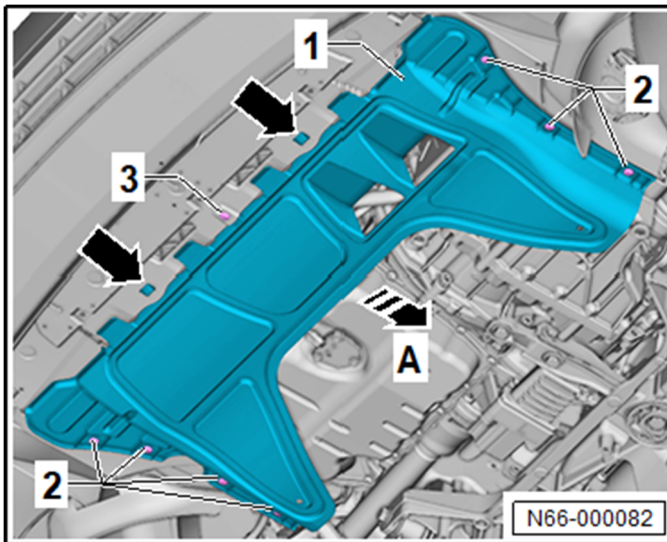
Remove air duct on lock carrier:

- See ELSA Repair Manual: *Repair manual > Engine > 4-Cylinder Direct Injection 2.0L 4V TSI Engine (EA 888evo4) > 24 Multiport Fuel Injection > Air Filter > Air Duct on Lock Carrier, Removing and Installing*



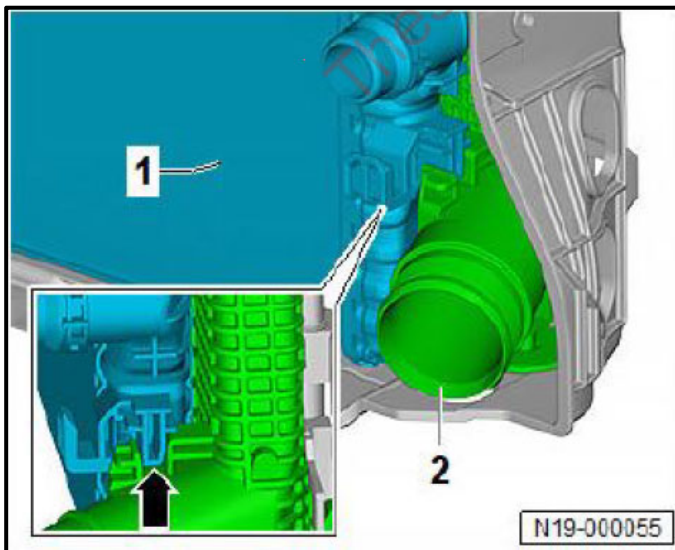
Unclip washer fluid filler neck:

- Unclip washer fluid filler neck and move to the side, as shown.



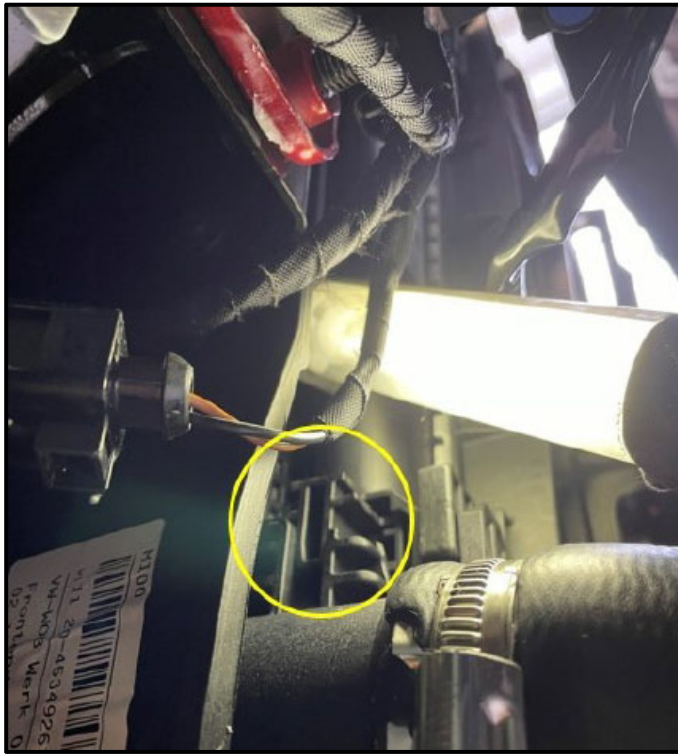
Remove noise insulation:

- Remove the bolts <2 and 3>.
- Release the retainers <arrows>.
- Remove the noise insulation <1> in direction of <arrow A>.



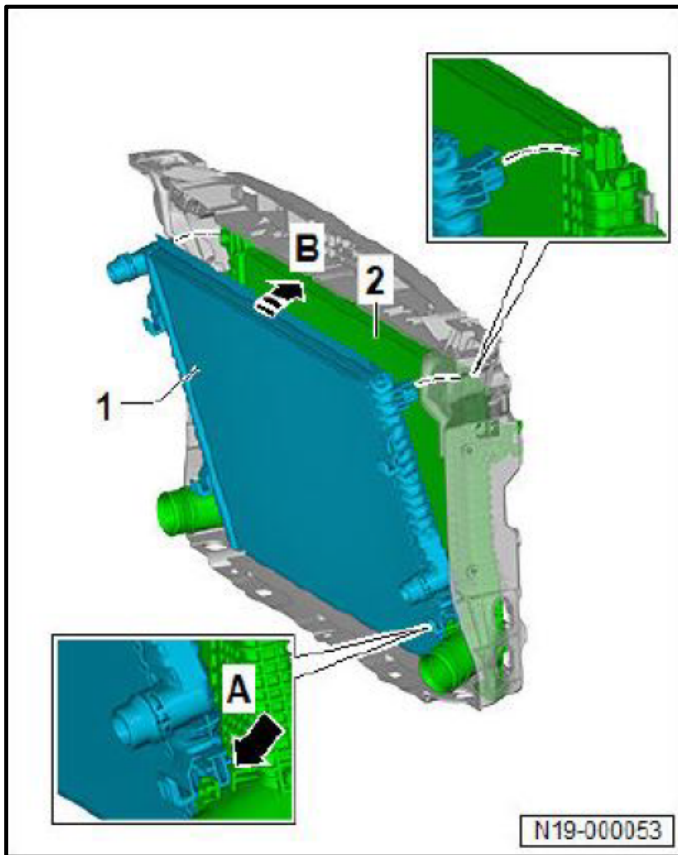
Check installation of radiator:

- Both sides of the radiator must be checked.
- Check installation position of the lower mounting from underneath the vehicle
- If the radiator is not secured in the mount, lift the radiator into the mount.



NOTE

Correct installation of radiator mount shown.



Secure top of radiator:

- Press the top of the radiator into the mounts in direction of <arrow B>.
- The radiator must audibly engage in the mounts.
- Ensure it is secure by pulling on radiator in opposite direction of vehicle travel as previously described.



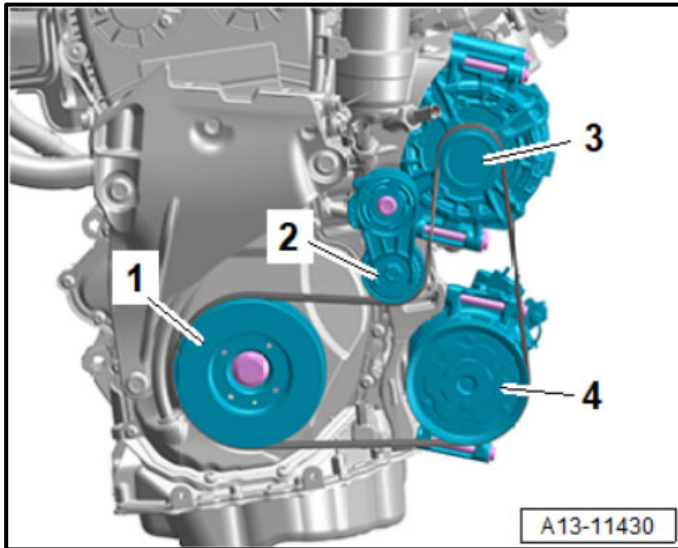
Inspect for contact damage between lower radiator hose and ribbed belt:

! NOTE

If the radiator was mounted incorrectly, it is possible that the radiator can move toward the rear. This can result in contact between the ribbed belt and the lower radiator hose.

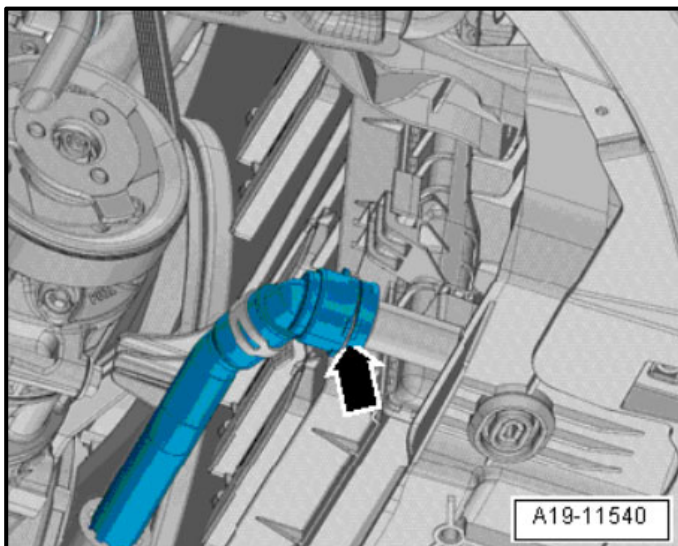
- Check for damage to the lower radiator hose due to a loose radiator.
- If there is damage to the lower radiator hose:
 - The coolant hose must be replaced.
 - The ribbed belt must be replaced.
 - Proceed to Section D.
- If there is no damage to the lower radiator hose:
 - No further work is required.
 - Reassemble vehicle in the reverse order of removal.
 - Proceed to Section E.

Section D – Replacing Lower Radiator Hose and Ribbed Belt



Replace ribbed belt:

- See ELSA Repair Manual: *Repair manual > Engine > 4-Cylinder Direct Injection 2.0L 4V TSI Engine (EA 888evo4) > 13 Crankshaft, Cylinder Block > Cylinder Block, Belt Pulley Side > Ribbed Belt, Removing and Installing*



Replace lower radiator hose:

- Refer to ELSA Repair Manual: *Repair manual > Engine > 4-Cylinder Direct Injection 2.0L 4V TSI Engine (EA 888evo4) > 19 Cooling System*

Proceed to Section E

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.