



Safety Recall

Code: 47T2

REVISION

Subject	Brake Lines																												
Release Date	December 14, 2022																												
Revision Summary	Updated vehicle counts																												
Affected Vehicles	<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>2023</td> <td>2023</td> <td>ATLAS</td> <td>337</td> </tr> <tr> <td>USA</td> <td>2023</td> <td>2023</td> <td>ATLAS CROSS SPORT</td> <td>218</td> </tr> <tr> <td>CAN</td> <td>2023</td> <td>2023</td> <td>ATLAS</td> <td>72</td> </tr> <tr> <td>CAN</td> <td>2023</td> <td>2023</td> <td>ATLAS CROSS SPORT</td> <td>60</td> </tr> </tbody> </table>				Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2023	2023	ATLAS	337	USA	2023	2023	ATLAS CROSS SPORT	218	CAN	2023	2023	ATLAS	72	CAN	2023	2023	ATLAS CROSS SPORT	60
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CAN	2023	2023	ATLAS CROSS SPORT	60																									
	<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 & verification source.</p> <ul style="list-style-type: none"> ✓ 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	A brake line may leak at the threaded connections. Brake fluid leaks can lead to an increase in stopping distance, which may increase the risk of a crash. If a leak is present, the low brake fluid warning light will illuminate in the instrument panel. After the reservoir of the potentially affected brake circuit is completely depleted, the brake pedal travel may begin to increase or the pedal may begin to feel soft.																												
Corrective Action	Replace the affected brake lines.																												
Precautions	Affected vehicles can continue to be driven as usual, but if the brake fluid warning light illuminates, or if the brake pedal travel increases or feels soft, customers are advised to contact the nearest authorized Volkswagen dealer or qualified workshop without delay in order to have the vehicle inspected/repared.																												
Code Visibility	On September 26, 2022, the campaign code was applied to affected vehicles.																												
Owner Notification	Owner notification took place in November 2022. Owner letter examples are included in this bulletin for your reference.																												
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALL:</p> <p><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.</p> <p><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</p>																												

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.

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

Parts Control Type: VIN to Order	If parts are needed to support a vehicle repair: <ul style="list-style-type: none"> • 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
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Parts Control Type: Free Order	Parts will be managed by Free Order
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Initial Allocation: NO	Please reference the Repair Projection Tool (below) to view your potential VIN population.
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Repair Projection Tool: (right click to open)	
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	3QF-614-723-A	BRAKE LINE	VIN to Order
	1	3QF-614-724-A	BRAKE LINE	
	1	3QF-614-725-A	BRAKE LINE	
	1	3QF-614-726-A	BRAKE LINE	
	1	3QF-614-739-A	BRAKE LINE	
	1	3QF-614-740-A	BRAKE LINE	
	1	N -038-549-4	RIVET	Free Order
3	WHT-000-729-A	BOLT		
	Up to 1 L	SEE ELSA/ETKA/POC	BRAKE FLUID	

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	47T2		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark brake line part number 3QF614723A* as causal part		
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		
	Replace six brake lines. Bleed the brake system and perform a road test.		
	LABOR		
	Labor Op	Time Units	Description
	4719 55 99	270	Replace brake lines
	4701 07 99	50	Brake system bleed
	0121 00 99	10	Test drive
	PARTS		
	Quantity	Part Number	Description
	1.00	3QF614723A	BRAKE LINE*
	1.00	3QF614724A	BRAKE LINE
	1.00	3QF614725A	BRAKE LINE
	1.00	3QF614726A	BRAKE LINE
	1.00	3QF614739A	BRAKE LINE

Continued on next page

PARTS		
Quantity	Part Number	Description
1.00	3QF614740A	BRAKE LINE
Up to 10.00	B 000750S0	BRAKE FLUID (up to 1.00 L)
1.00	N 0385494	RIVET (if necessary)
3.00	WHT000729A	HEX SOCKET HEAD BOLT (COMBI)

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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: 22V718

Subject: Safety Recall 47T2 –Brake Lines

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

What is the issue?	A brake line may leak at the threaded connections. Brake fluid leaks can lead to an increase in stopping distance, which may increase the risk of a crash. If a leak is present, the low brake fluid warning light will illuminate in the instrument panel. After the reservoir of the potentially affected brake circuit is completely depleted, the brake pedal travel may begin to increase or the pedal may begin to feel soft.
What will we do?	To correct this defect, your authorized Volkswagen dealer will replace the affected brake lines. This work will take about a day 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	Affected vehicles can continue to be driven as usual, but if the brake fluid warning light illuminates, or if the brake pedal travel increases or feels soft, customers are advised to contact the nearest authorized Volkswagen dealer or qualified workshop without delay in order to have the vehicle inspected/repaired.
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: 2022-540

Subject: Safety Recall 47T2 –Brake Lines

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? A brake line may leak at the threaded connections. Brake fluid leaks can lead to an increase in stopping distance, which may increase the risk of a crash. If a leak is present, the low brake fluid warning light will illuminate in the instrument panel. After the reservoir of the potentially affected brake circuit is completely depleted, the brake pedal travel may begin to increase or the pedal may begin to feel soft.

What will we do? To correct this defect, your authorized Volkswagen dealer will replace the affected brake lines. This work will take about a day 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 Affected vehicles can continue to be driven as usual, but if the brake fluid warning light illuminates, or if the brake pedal travel increases or feels soft, customers are advised to contact the nearest authorized Volkswagen dealer or qualified workshop without delay in order to have the vehicle inspected/repaired.

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.

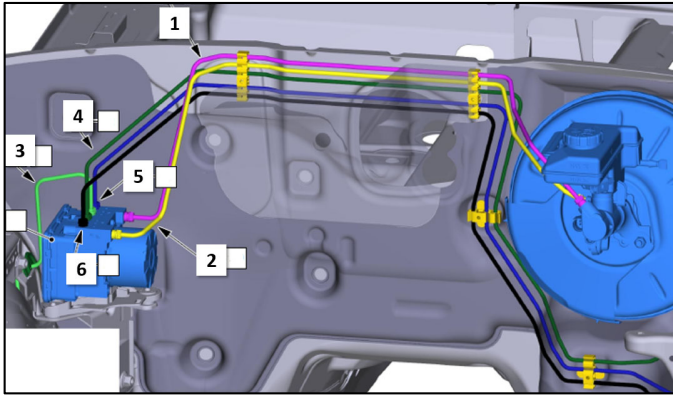
Can we assist you further? If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at www.vw.ca.

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






- Replace all brake lines connected to the ABS hydraulic unit.

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

 <p>A black and silver brake filling and bleeding machine with two fluid reservoirs and various hoses and tools.</p>	<p>Brake Filling and Bleeding Equipment -VAS6860- (or equivalent)</p>	 <p>A black plastic case containing various tools for brake bleeding, including a long metal rod, several shorter rods, a hose, and a small tool.</p>	<p>Brake Bleeding Tool Set -VAS6564- (or equivalent)</p>
 <p>Two metal components: a large curved bracket labeled '1' and a smaller cylindrical insert labeled '2'.</p>	<p>Brake Bleeding Tool Set - Insert Tool -VAS6564/9- (or equivalent)</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

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



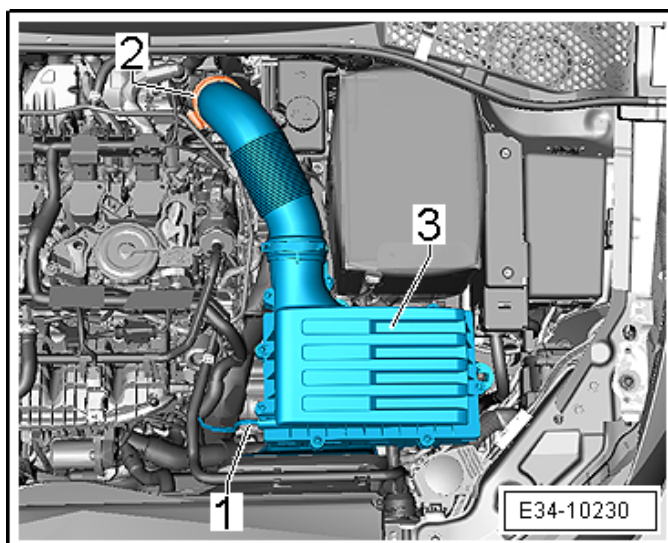
If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

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

Section B – Repair Procedure

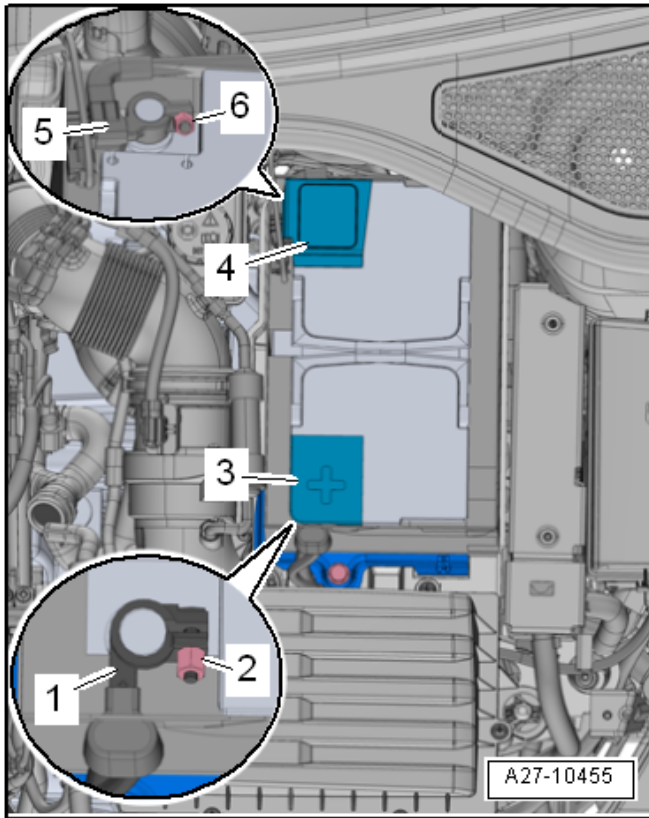
NOTE

- Only use new brake fluid conforming to VW standard (VW 501 14).
- Brake fluid is poisonous. Due to its caustic nature, it must also never come in contact with paint.
- Brake fluid is hygroscopic, meaning that it absorbs moisture from the surrounding air, and must therefore be stored in air-tight containers.
- Rinse any spilled brake fluid with plenty of water.



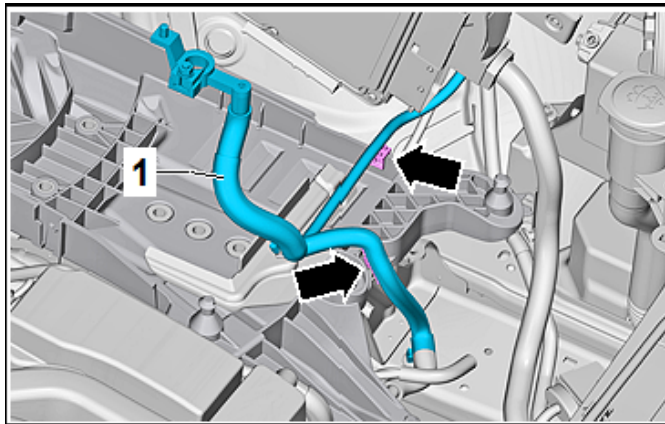
Remove air duct and air filter housing

- See ELSA Repair Manual: *Repair manual > Engine > 24 Multipoint Fuel Injection > Air Filter > Air Filter Housing, Removing and Installing*



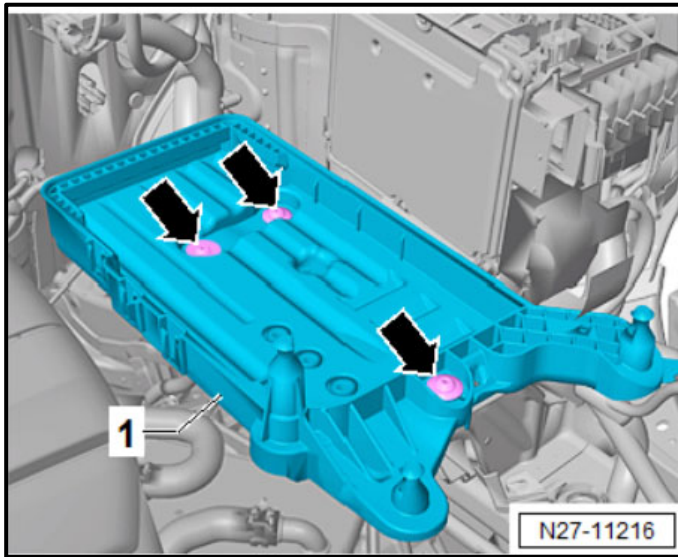
Remove 12V battery:

- See ELSA Repair Manual: *Repair manual > Electrical Equipment > 27 Battery, Starter, Generator, Cruise Control > Battery > Battery, Removing and Installing*



Remove battery tray:

- Remove the bracket <arrows> on the wiring harness <1> from the battery tray.



- Remove the bolts <arrows>.
- Remove the battery tray <1>.

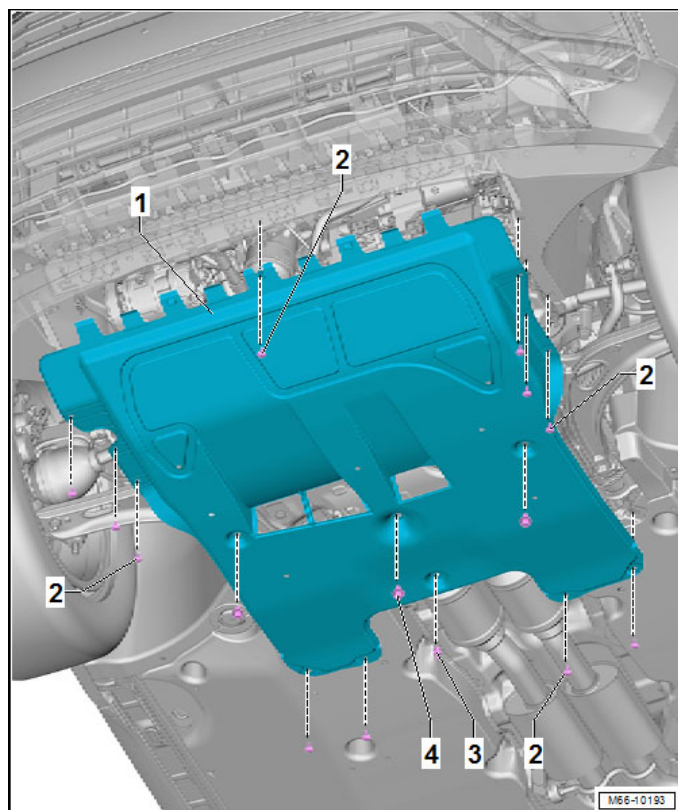
! NOTE

Some illustrations depict work on a 2.0L engine. The work is similar for a 3.6L engine.



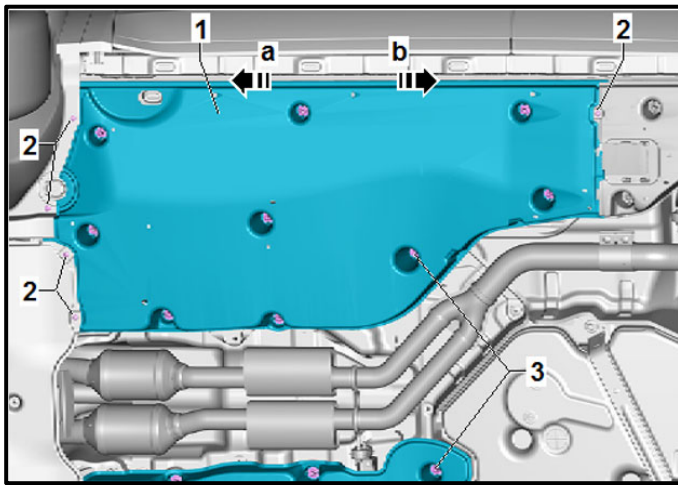
Remove brake fluid from reservoir:

- Suck out the brake fluid from the brake fluid reservoir.



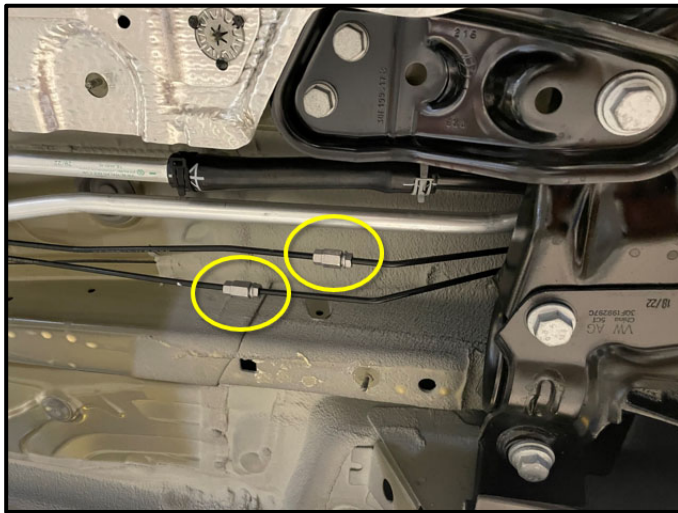
Remove noise insulation:

- See ELSA Repair Manual: *Repair manual > Body > Body Exterior > 66 Exterior Equipment > Noise Insulation*



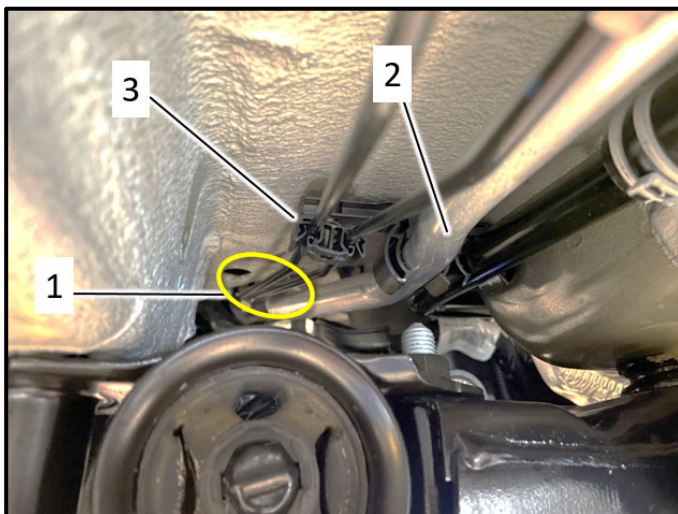
Remove driver side under body shield:

- Remove the nuts <3> and bolts <2>.
- Pull the underbody trim panel <1> forward in direction of <arrow a> out of the rear underbody trim panel.
- Pull the underbody trim panel <1> toward the rear in direction of <arrow b> out of the noise insulation.



Disconnect underbody brake lines:

- Place a drip tray underneath the vehicle.
- Counterhold the union nuts and loosen the underbody brake line fittings <circles>.

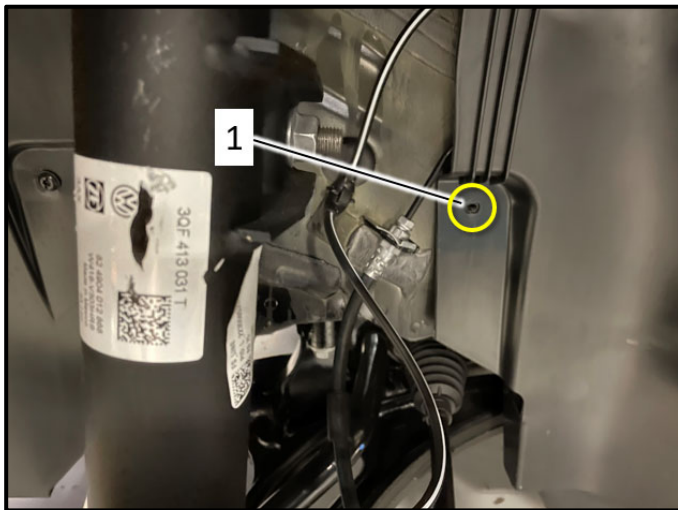


Remove brake line/heater hose bracket:

- Remove brake lines <1> and coolant pipe <2> from bracket <3>.
- Remove bracket <3> from the body.

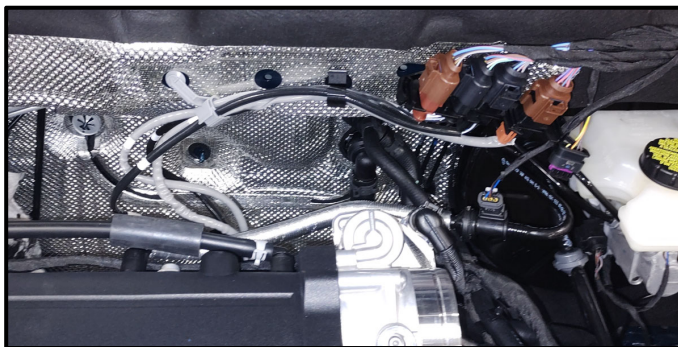
! NOTE

The bracket <3> holding the brake lines and coolant pipe is located above the subframe.



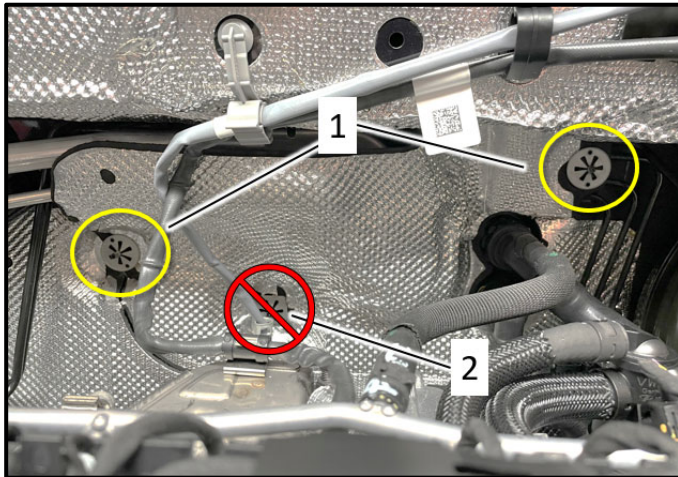
Remove front wheels and screws from front fender liners:

- Remove both front wheels.
- Remove the screw <1>, closest to the brake line, from the fender liner on both front fender liners.



Free up wiring harness:

- Free up sensor wiring, vacuum line and ABS wiring from the firewall.
- Secure out of the way as needed.



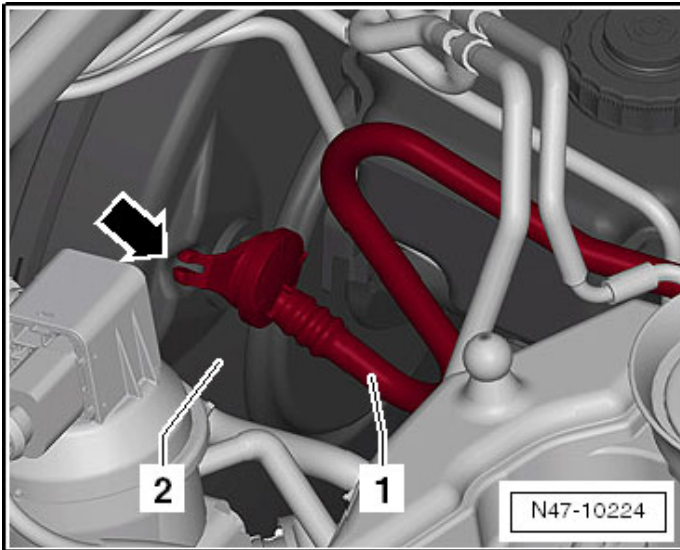
Remove firewall insulation clips:

- Remove clips <1> by unscrewing them.

NOTE

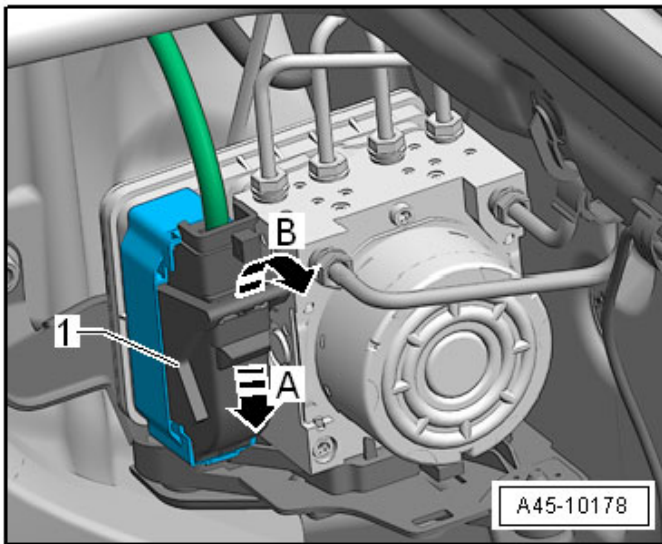
Clip <2> does not require removal.

- Fold firewall insulation down to expose the brake lines.



Remove vacuum hose from brake booster:

- Pull the vacuum hose <1> from the brake booster <2>.



Disconnect ABS control module:

- Press the locking mechanism downward in direction of <arrow A>.
- Release the connector in direction of <arrow B>.
- Remove the connector <1>.

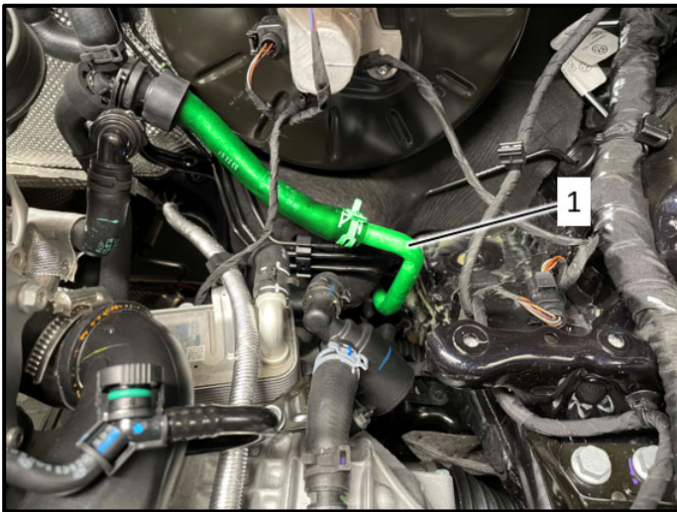


- Secure the ABS control module connector <1> out of the way.

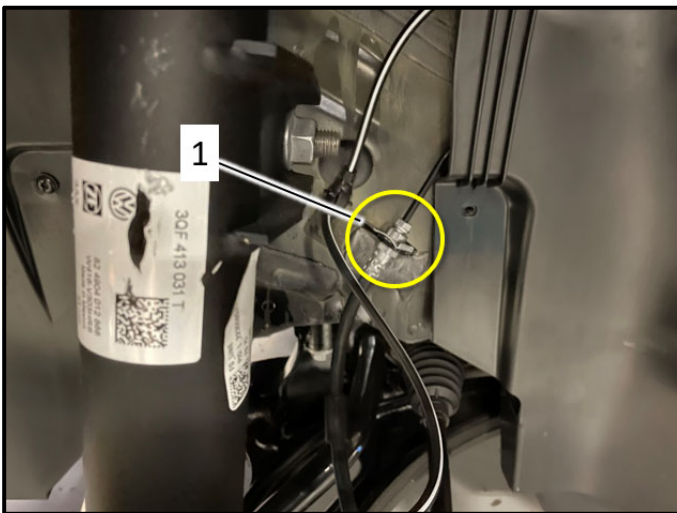


Prepare for brake line removal:

- Place absorbent cloths under the master cylinder AND the ABS control module to catch any escaping brake fluid.
- Clean brake fluid off painted surfaces immediately.

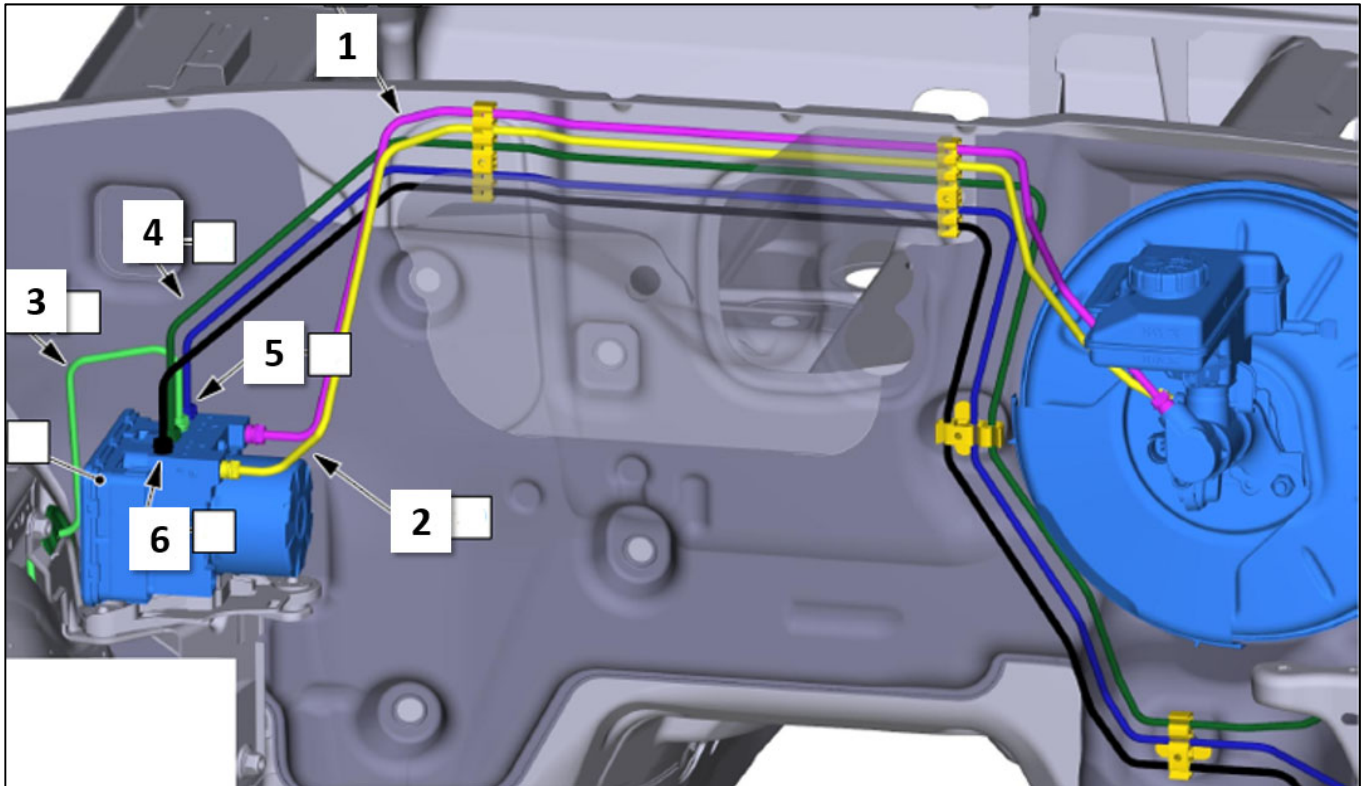


- Heater hose <1> must be freed from its brackets to allow brake lines to be removed.
- The hose DOES NOT have to be disconnected.
- Unplug electrical connectors as needed to allow removal of the brake lines.



- Loosen the left front and right front brake line to brake hose fittings <1>.

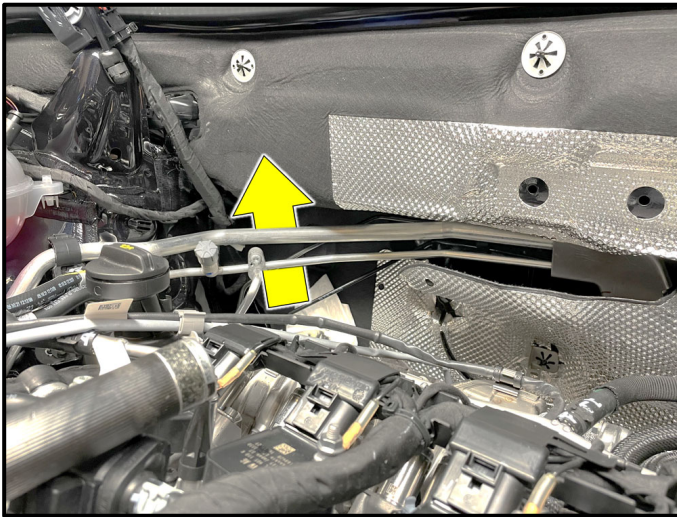
Removing brake lines:



Order	Color (on diagram)	Part Number	Brake Line Designation
1	Pink	3QF-614-740-A	Master Cylinder (secondary)
2	Yellow	3QF-614-739-A	Master Cylinder (primary)
3	Light Green	3QF-614-724-A	Passenger Front
4	Dark Green	3QF-614-723-A	Driver Front
5	Blue	3QF-614-725-A	Driver Rear
6	Black	3QF-614-726-A	Passenger Rear

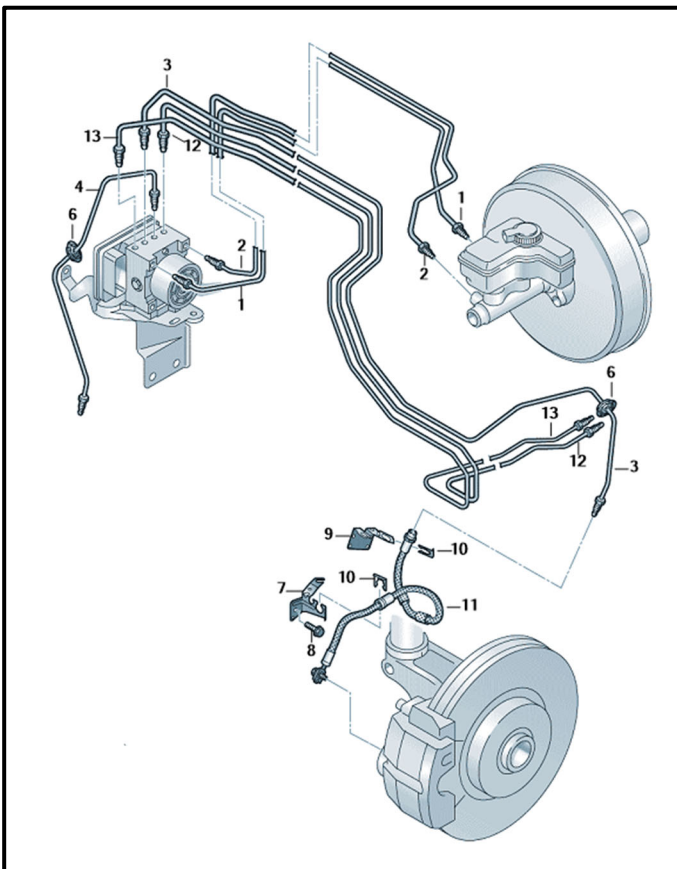
- Remove brake lines one at a time in the order suggested above.
- Carefully loosen the brake line fittings for each brake line before removing it.
- Then carefully remove the brake line from the securing clips.
- Each brake line will have to be manipulated differently in order to remove it.
- Each brake line (except #3) will have to be moved slightly toward the passenger side of the vehicle and then over the A/C line in order to remove it.
- All brake lines can be removed without removing the A/C lines.

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NOTE

Brake lines can be removed by working them out behind the A/C lines.



Installing brake lines:

CRITICAL REPAIR STEP



Use extreme care when tightening the brake line fittings.

Start the brake line fittings before securing brake lines in their holders.

Thread the fittings all the way in by hand before torquing them.

- The new brake lines are installed in the reverse order of removal.
- When installing the brake line fittings, they **MUST** be started by hand and extreme care must be used when threading the fittings into the ABS control module and master cylinder.
- Torque all brake line connections to 14 Nm.

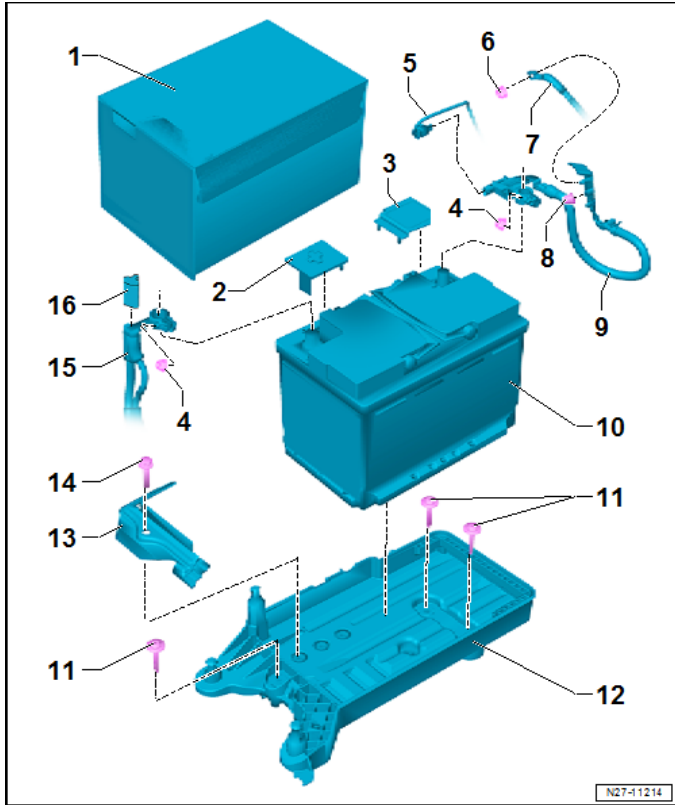
Reassemble vehicle:

- Reassembly is the reverse order of removal.
- Reconnect electrical connectors as needed.
- Re-secure coolant pipes as needed.
- Re-secure wiring harnesses as needed.

- Reinstall underbody shields in the reverse order of removal.
- Replace noise insulation fasteners.

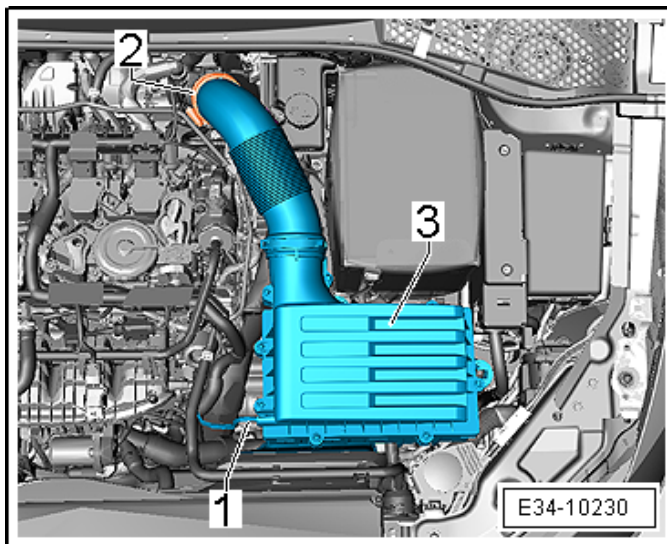
Part Number	Part Description
WHT-000-729-A	Bolt (x3)
N -038-549-4	Rivet (if necessary)

- Install fender liner screws.
- Reinstall wheels and torque lug bolts to 120 Nm.



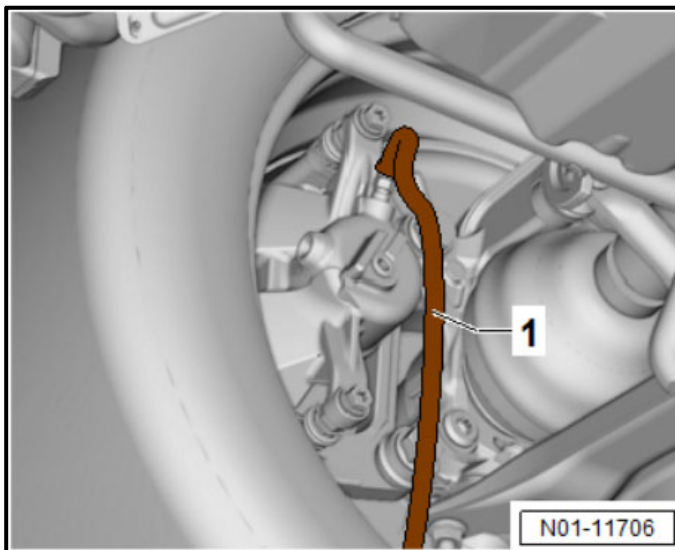
Reinstall battery tray and 12V battery:

- Installation is the reverse order of removal.
- Torque battery tray bolts <11> to 9 Nm.
- Torque hold down bolt <14> to 20 Nm.
- Torque battery terminals to 6 Nm.



Reinstall air cleaner:

- Installation is the reverse order of removal.



Bleed brakes:

- See ELSA Repair Manual: *Repair manual > Chassis > Brake System > 47 Hydraulic Components > Hydraulic System > Hydraulic System, Standard Bleeding*

Road test:

- Perform a short repair verification test before returning vehicle to the customer.

Proceed to Section C

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).

Proceed to Section D

Section D - 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.