



Safety Recall

Code: 42M2

Subject	Driver Side (Left Side) Rear Trailing Arm Bolts																									
Release Date	November 15, 2022																									
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>2022</td><td>2022</td><td>ATLAS</td><td>21</td></tr><tr><td>USA</td><td>2022</td><td>2023</td><td>ATLAS CROSS SPORT</td><td>12</td></tr><tr><td>CAN</td><td>2022</td><td>2023</td><td>ATLAS</td><td>8</td></tr><tr><td>CAN</td><td>2022</td><td>2022</td><td>ATLAS CROSS SPORT</td><td>4</td></tr></tbody></table>	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2022	2022	ATLAS	21	USA	2022	2023	ATLAS CROSS SPORT	12	CAN	2022	2023	ATLAS	8	CAN	2022	2022	ATLAS CROSS SPORT	4
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count																						
USA	2022	2022	ATLAS	21																						
USA	2022	2023	ATLAS CROSS SPORT	12																						
CAN	2022	2023	ATLAS	8																						
CAN	2022	2022	ATLAS CROSS SPORT	4																						
	<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	The proper tightening procedure at the supplier may not have been performed on the bolts on the driver side (left side) rear trailing arm. The bolts may loosen over time and fall out, or the trailing arm may fracture due to overload around the remaining bolt(s). This could cause excessive movement of the driver side (left side) rear wheel bearing carrier, which can lead to a change in vehicle handling characteristics. If this were to occur there could be a sudden loss of vehicle control. This may increase the risk of a crash.																									
Corrective Action	Replace the driver side (left side) rear trailing arm bolts.																									
Precautions	If the affected bolts loosen, the customer may notice an unusual (knocking) noise from the rear suspension and possibly a change in the vehicle handling. Should this occur, owners are advised to contact an authorized Volkswagen dealer without delay to have the vehicle inspected/repared.																									
Code Visibility	On November 08, 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	<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 defect has been remedied.</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.

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:
Free Order

Parts will be managed by Free 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	P.O.C. Part Description	Ordering Method
01	1	WHT-005-749	BOLT	Free Order
	1	N -106-284-01	BOLT	Free Order
	1	N -912-686-01	BOLT	Free Order

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	42M2		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark BOLT WHT005749* as causal part		
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		
	Tighten, then replace bolts for driver rear trailing arm		
	LABOR		
	Labor Op	Time Units	Description
	4217 19 99	50	Replace left rear trailing arm bolts
	PARTS		
	Quantity	Part Number	Description
	1.00	WHT005749	BOLT*
	1.00	N 10628401	BOLT
	1.00	N 91268601	BOLT

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: 22V807

Subject: Safety Recall 42M2 - Driver Side (Left Side) Rear Trailing Arm Bolts

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? The driver side (left side) rear trailing arm bolts may loosen over time and fall out, or the trailing arm may fracture due to overload around the remaining bolt(s). This could cause excessive movement of the driver side (left side) rear wheel bearing carrier, which can lead to a change in vehicle handling characteristics. If this were to occur there could be a sudden loss of vehicle control. This may increase the risk of a crash.

What will we do? To correct this defect, your authorized Volkswagen dealer will replace the driver side (left side) rear trailing arm bolts. 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 work. To set up an appointment online, please visit www.vw.com/find-a-dealer.

Precautions you should take If the affected bolts loosen, the customer may notice an unusual (knocking) noise from the rear suspension and possibly a change in the vehicle handling. Should this occur, owners are advised to contact an authorized Volkswagen dealer without delay 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

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 (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: 2022-612

Subject: Safety Recall 42M2 - Driver Side (Left Side) Rear Trailing Arm Bolts

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 driver side (left side) rear trailing arm bolts may loosen over time and fall out, or the trailing arm may fracture due to overload around the remaining bolt(s). This could cause excessive movement of the driver side (left side) rear wheel bearing carrier, which can lead to a change in vehicle handling characteristics. If this were to occur there could be a sudden loss of vehicle control. This may increase the risk of a crash.

What will we do? To correct this defect, your authorized Volkswagen dealer will replace the driver side (left side) rear trailing arm bolts. 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 work.

Precautions you should take If the affected bolts loosen, the customer may notice an unusual (knocking) noise from the rear suspension and possibly a change in the vehicle handling. Should this occur, owners are advised to contact an authorized Volkswagen dealer without delay 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.

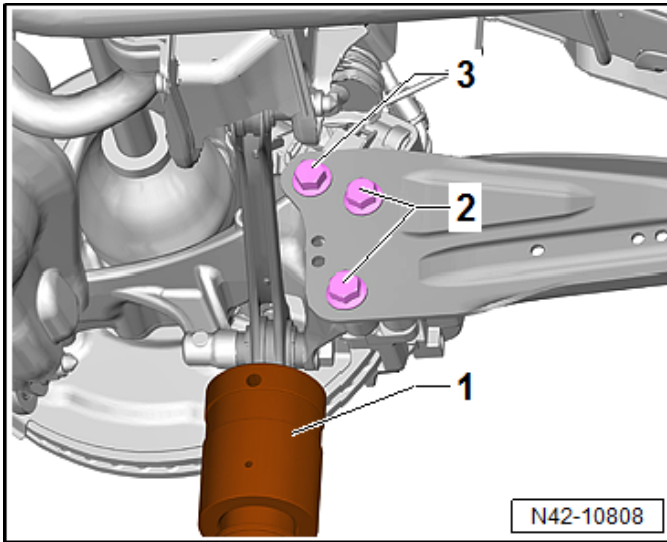
Can we assist you further? If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at www.vw.ca.

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



- Tighten, then replace bolts for left rear trailing arm.

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.

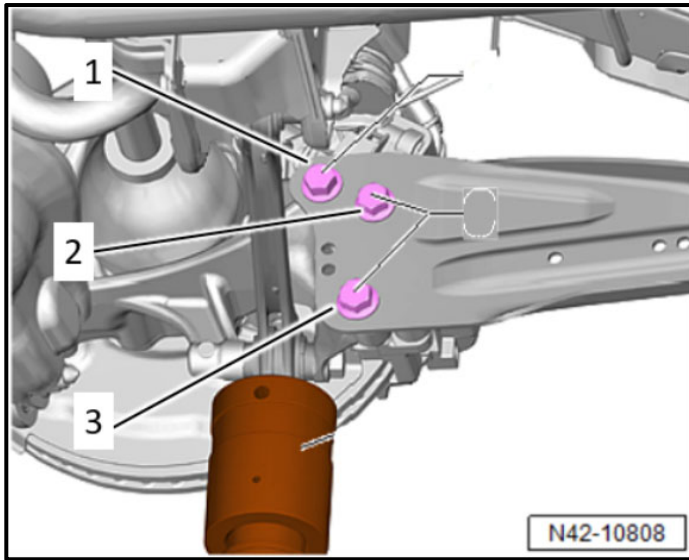
CRITICAL REPAIR STEP

 **STOP!** 

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

The original bolts must all be tightened before replacement.

This will ensure the trailing arm does not shift when replacing the bolts one at a time.

- Tighten each of the original bolts <1, 2 and 3> to 70 Nm.
- Replace each bolt **ONE AT A TIME** and torque each bolt to 70 Nm + 90°.

Pos.	Part Number	Part Description
1	WHT-005-749	Bolt M14x42
2	N -912-686-01	Bolt M12x42
3	N -106-284-01	Bolt M12x40

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.