



# Service Action

## Code: 40R1

<b>Subject</b>	Front Stabilizer Coupling Rod				
<b>Release Date</b>	September 21, 2021				
<b>Affected Vehicles</b>	<b>Country</b>	<b>Beginning Model Year</b>	<b>Ending Model Year</b>	<b>Vehicle</b>	<b>Vehicle Count</b>
	USA	2019	2022	ATLAS	101,086
	USA	2020	2022	ATLAS CROSS SPORT	30,577
	CAN	2019	2021	ATLAS	10,730
	CAN	2020	2021	ATLAS CROSS SPORT	3,173
	<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 &amp; verification source.</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>				
<b>Problem Description</b>	Some vehicles may have been produced with incorrectly manufactured front stabilizer coupling rod ball joint(s). If this condition exists in the vehicle, owners may notice a rattling or knocking sound coming from the front of the vehicle, especially while driving over rough or irregular road surfaces.				
<b>Corrective Action</b>	Inspect and, if necessary, replace one or both front stabilizer coupling rod(s) and replace front coupling rod nuts.				
<b>Code Visibility</b>	On or about September 21, 2021, the campaign code will be applied to affected vehicles.				
<b>Owner Notification</b>	Owner notification will take place in September 2021. Owner letter examples are included in this bulletin for your reference.				
<b>Campaign Expiration Date</b>	This campaign expires on <b>September 30, 2026</b> . Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal parts and labor cost associated with this repair will apply.				
<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>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p> <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 <a href="http://www.vwhub.com">www.vwhub.com</a>.</p>				

## Parts Information

**Parts Control Type:**  
**Upper Order Limit**

Parts will be managed with a weekly Upper Order Limit. Please see Parts On Command (POC) for your Upper Order Limit quantity.

**Initial Allocation:**  
**YES**

Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, 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	Up to 2	3QF-411-315-A	CONN LINK	UOL
	4	N -015-081-8	NUT	UOL

**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>	40R1		
<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 left front and right front coupling rods, both coupling rods are ok, replace coupling rod nuts only		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4078 55 99	50	Inspect coupling rods, coupling rods replacement not needed
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	4.00	N 0150818	NUT

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<b>-OR-</b>	Inspect left front and right front coupling rods, one coupling rod requires replacement and all four coupling rod nuts require replacement		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4078 56 99	50	Replace one coupling rod
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	3QF411315A	CONN LINK
4.00	N 0150818	NUT	
<b>-OR-</b>	Inspect left front and right front coupling rods, both coupling rods requires replacement and all four coupling rod nuts require replacement		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4078 57 99	50	Replace both front coupling rods
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	2.00	3QF411315A	CONN LINK
4.00	N 0150818	NUT	

## 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>

**Subject: Service Action 40R1 - Front Stabilizer Coupling Rod**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2019-2022 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Some vehicles may have been produced with incorrectly manufactured front stabilizer coupling rod ball joint(s). If this condition exists in the vehicle, owners may notice a rattling or knocking sound coming from the front of the vehicle, especially while driving over rough or irregular road surfaces.

**What will we do?** Your authorized Volkswagen dealer will inspect and, if necessary, replace one or both front stabilizer coupling rod(s) and replace front coupling rod nuts. The 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 as soon as possible to schedule this service. To set up an appointment online, please visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer).

This service action will be available for you **free of charge only until September 30 2026**. If you wish to have this service performed after that date, your dealer's normal costs associated with this repair will apply.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, please 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.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

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>

**Subject: Service Action 40R1 - Front Stabilizer Coupling Rod**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2019-2021 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

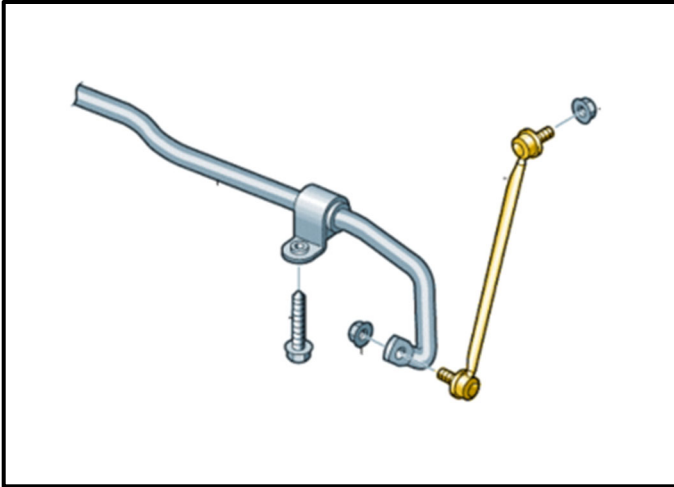
- What is the issue?** Some vehicles may have been produced with incorrectly manufactured front stabilizer coupling rod ball joint(s). If this condition exists in the vehicle, owners may notice a rattling or knocking sound coming from the front of the vehicle, especially while driving over rough or irregular road surfaces.
- What will we do?** Your authorized Volkswagen dealer will inspect and, if necessary, replace one or both front stabilizer coupling rod(s) and replace front coupling rod nuts. The 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?** In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this service. 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.
- This service action will be available for you **free of charge only until September 30, 2026**. If you wish to have this service performed after that date, your dealer's normal costs associated with this repair will apply.
- Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, please 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, 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 vehicle continues to meet and exceed your expectations.

Sincerely,

Volkswagen Customer Protection

## Repair Overview



- Inspect front coupling rods and replace if necessary.
- Replace all four front coupling rod nuts.

### 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**

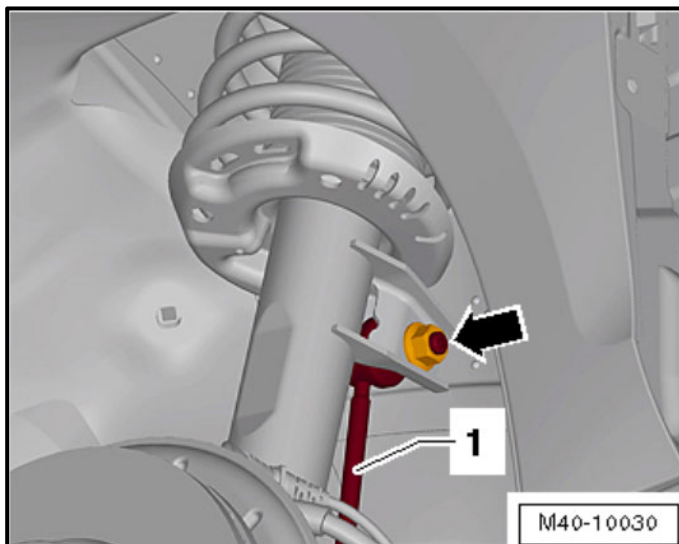
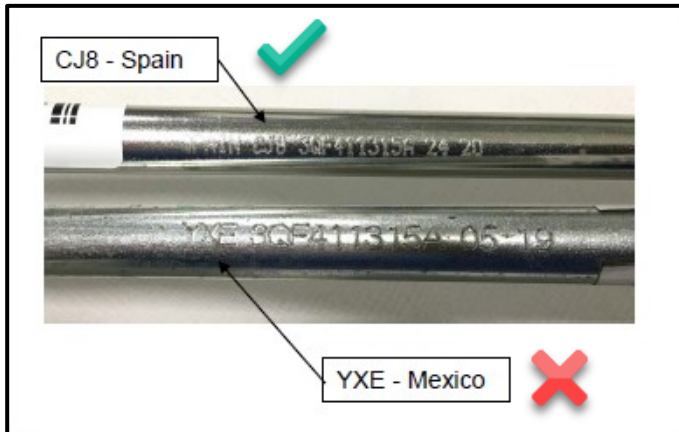


If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

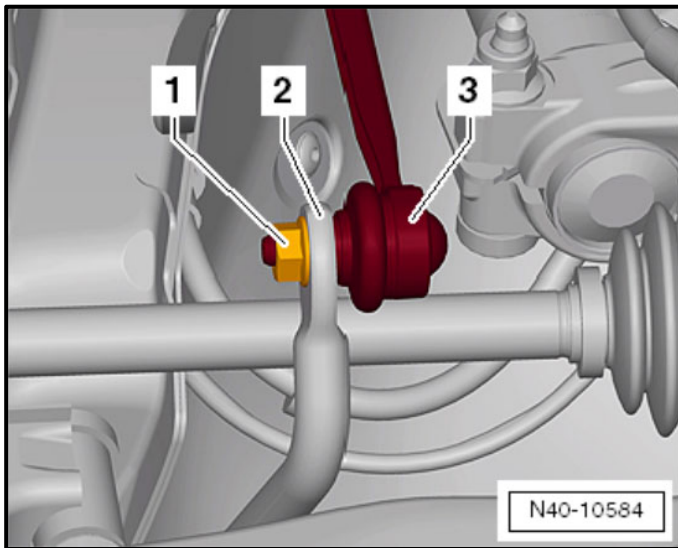
- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**



## Section B – Repair Procedure



- Both the left front and right front coupling rods must be inspected.
- Regardless of the coupling rod inspection results, all four coupling rod nuts must be replaced.
- Raise the vehicle.
- Inspect both front coupling rods.
- If the supplier is “CJ8”:
  - The coupling rod is ok.
  - The coupling rod nuts must be replaced.
- If the supplier is “YXE” or if the supplier cannot be determined:
  - The coupling rod must be replaced.
  - The coupling rod nuts must be replaced.
- Clean coupling rod stud threads with a wire brush, for example.
- Remove the nut <arrow> and the coupling rod <1> from the suspension strut.



- Clean coupling rod stud threads with a wire brush, for example.
- Remove the hex nut <1> from the coupling rod <3>.
- Remove the coupling rod <3> from the stabilizer bar <2> (if required).
- Install new coupling rod (if required) in the reverse order of removal.
- Replace all four coupling rod nuts.
- Counter hold the multi-point coupling rod stud and torque nuts as follows:
  - Connection to strut: 40 Nm + 60°.
  - Connection to stabilizer bar: 40 Nm + 90°.

Part Number	Part Description
3QF-411-315-A	Coupling Rod (if required)
N -015-081-8	Nut

**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.