



46-22-02 - Brake Repair or Replacement Information

Release date: 7/13/2023

Condition

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All	2018 - 2024	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2067177/2	07/13/2022	46-22-02	Update to model year applicability.
2067177/1	06/21/2022	46-22-02	Original publication.

Technical Background

As extracted from the Volkswagen Warranty Policy and Procedures Manual, in order to support a positive customer experience, improve quality efforts and reduce repeat repairs, Volkswagen Warranty is introducing the new Brake Diagnostic Worksheet.

The Brake Diagnostic Worksheet is required to be filled out and uploaded to Doc-IT for warranty reimbursement on all Brake claims including repair/replacement of Discs/Drums and Pads/Shoes, DICE claims where the Customer’s concern involves Brakes and applicable Technical Service Bulletins. Claims may be subject to cancellation when the worksheet is incomplete or missing.

This new worksheet was developed to provide greater detail and assist with documenting the warranty justification. For your convenience, the worksheet can either be completed electronically online and saved to your files or downloaded and printed. The Brake Diagnostic Worksheet replaces the Brake Disc Measurement Form.

The Brake Diagnostic Worksheet is located in WISE under Resource Center > Forms > Brakes and is also located on the attachment page of Technical Service Bulletin 2010245, 2015173 and 2067177 within Elsa.

Production Solution

Not applicable.



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## Service

**Note:**

**All documentation is needed for reimbursement and must be uploaded to WISE.** For information on uploading documents and pictures in WISE, go to WISE > Resource Center > Dealer Processes & Guide, select pdf file: [Wise Operations Section – Doc-IT Technical Bulletin Uploading Process Job Aid](#).

If at PDI a vehicle is producing a brake vibration, pulsation, or brake noise, and the concern is not resolved after normal brake application during the test drive, Technical Service Bulletin (TSB) 46-19-01 may be applicable. If TSB 46-19-01 is performed, the Volkswagen Brake Diagnostic Worksheet must be completed and uploaded to Doc-IT.

If between 6 and 12 months in service or 6,000 and 12,000 miles (whichever comes first) a vehicle is producing a brake vibration or pulsation, TSB 46-19-02 may be applicable. If TSB 46-19-02 is performed, the Volkswagen Brake Diagnostic Worksheet must be completed and uploaded to Doc-IT.

For any vehicle experiencing a brake vibration, pulsation, or brake noise not covered by the above TSBs, refer to the Volkswagen Warranty Policy and Procedures Manual to determine warranty coverage. If the concern is determined to be warrantable, the part(s) must be replaced since no TSB is applicable. If brake pads, brake rotor(s), brake shoes, or brake drum(s) are replaced, the Volkswagen Brake Diagnostic Worksheet must be completed and uploaded to Doc-IT.

## Warranty

Information only.

## Required Parts and Tools

Information only..

## Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.



# Volkswagen Brake Diagnostic Worksheet

**NOTE:** The Brake Diagnostic Worksheet is required for all Warranty reimbursement of brake pads and rotors. The form can be completed electronically or printed. Completed forms must be uploaded to Doc-IT upon SAGA claim submission. Always, refer to the Volkswagen Policies and Procedures Manual to validate warranty eligibility prior to performing warranty repairs.

**Dealer Code:** \_\_\_\_\_  
**Repair Order:** \_\_\_\_\_  
**Odometer:** \_\_\_\_\_  
**Date:** \_\_\_\_\_  
**VIN:** \_\_\_\_\_

**MANDATORY** This section must be completed in its entirety.

**Technician Findings:**

<b>Manufacturers Defect:</b> <input type="radio"/> Cracks <input type="radio"/> Breaks <input type="radio"/> Porous Casting <input type="radio"/> Other: _____	<b>Applicable Technical Bulletin</b> <input type="radio"/> 2010245 <input type="radio"/> 2015173 <input type="radio"/> None	<b>The following conditions are not covered by Warranty:</b> <ul style="list-style-type: none"> <li>• Rust/Corrosion</li> <li>• Brake pad mark</li> <li>• Discoloration (bluing)</li> <li>• High heat damage (raised hard spots)</li> </ul>
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**What is the concern the customer is experiencing? Check all that apply.**

Brake Noise     
  Vibration     
  Pulsation     
  Corrosion/Discoloration

Location of the concern	How often does it occur?	When does it happen?	At what speed does it occur?	Is the vehicle?	Road Condition	What's the outside condition
Front Left	<input type="radio"/> Constant	<input type="radio"/> At start-up	<input type="radio"/> <5 MPH	<input type="radio"/> Turning Left	<input type="radio"/> Paved (smooth)	<input type="radio"/> Freezing
Front Right	<input type="radio"/> A.M./P.M.	<input type="radio"/> At cruising speed	<input type="radio"/> 5-24 MPH	<input type="radio"/> Turning Right	<input type="radio"/> Rough (gravel)	<input type="radio"/> Normal
Rear Left	<input type="radio"/> Weekly	<input type="radio"/> While turning	<input type="radio"/> 25-49 MPH	<input type="radio"/> Going Uphill	<input type="radio"/> Bumpy	<input type="radio"/> Hot
Rear Right	<input type="radio"/> Intermittent	<input type="radio"/> Normal Braking	<input type="radio"/> 50-70 MPH	<input type="radio"/> Going Downhill	<input type="radio"/> Wet	<input type="radio"/> Rain
Other:	<input type="radio"/> Other:	<input type="radio"/> Hard Braking	<input type="radio"/> >70 MPH	<input type="radio"/> Forward	<input type="radio"/> Dry	<input type="radio"/> Mud
		<input type="radio"/> Other:	<input type="radio"/> Other:	<input type="radio"/> Reverse	<input type="radio"/> Other:	<input type="radio"/> Humid
				<input type="radio"/> Other:		<input type="radio"/> Other:

**Other conditions not listed above:**

**Is the Technician able to duplicate the concern?**

<b>Yes</b> <input type="radio"/>	<b>No</b> <input type="radio"/>
If the repair is warrantable, proceed with claiming in SAGA	Review DICE policy for potential reimbursement

**Additional notes (optional):**



# Warranty Information

**Policies and Procedures Bulletin**

**Number: VWP-22-07**

**Subject: Brake Diagnostic Worksheet**

**Date: June 21, 2022**

**Questions** - For any questions regarding this bulletin, please contact the Warranty Helpline at 1-866-306-8447 or [warranty.helpline@vw.com](mailto:warranty.helpline@vw.com).

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

## Brake Diagnostic Worksheet

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Document Revision Table	
Publish Date	Reason For Update
06/21/2022	Original Publication