

Volkswagen Collision Repair Standards



Volkswagen

POSITION STATEMENT

IMMEDIATE RELEASE

SUBJECT: SUSPENSION, STEERING AND DRIVE AXLE PARTS REPLACEMENT APPLICABLE TO ALL VOLKSWAGEN MODELS

HERNDON, VA - To promote and maintain its rigorous standards of quality and safety, Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. ("VWoA") provides collision repair centers with the following important information regarding collision repair and parts replacement on Volkswagen vehicles.

Volkswagen suspension, steering and drive axle components may be constructed of special alloys that include aluminum, nodular iron, and special steel alloys. VWoA does not support the use of recycled parts, commonly known as "junk yard" parts, since there would be no clear indications of previous damage to these parts. Crack/fatigue damage can only be detected by sophisticated testing such as dye penetrant, zyglow, magnaflux, or x-ray. Alignment of critical surfaces cannot be checked by visual inspection only, but require the proprietary design blueprint.

WARNING: Recycled suspension, steering and drive axle parts may not meet the specifications of genuine Volkswagen suspension, steering and drive axle parts, and are not an acceptable method of repair on any Volkswagen vehicle. Recycled suspension, steering and drive axle parts, or any suspension, steering and drive axle parts, are not approved by VWoA, and may cause unsafe vehicle operation and performance, including loss of control which may result in injury or death.

Contact: collision@vw.com

Go to <http://media.vw.com/> for news releases

Collision Repair Note: Recycled, salvaged, aftermarket and reconditioned parts (including body parts, wheels and safety restraint components) are not authorized by VWoA. Departure from the instructions provided in the erWin or ElsaPro, including alternate repair methods or the use of substitute components, risks compromising crash safety. Failure to follow these instructions may adversely affect structural integrity and crash safety performance, which could result in serious personal injury to vehicle occupants in a crash.

PLEASE DISTRIBUTE THIS DOCUMENT TO THE FOLLOWING: COLLISION REPAIR CENTER MANAGERS, ESTIMATORS, AND TECHNICIANS.